Required Capabilities

Tennessee Department of Health
Health Licensure and Regulation
Board of Pharmacy
Controlled Substance Monitoring Database

State PMP User and State PMP Data Collection Applications Current Functionality and Requirements prior to Migration and Requirements to Migrate to new applications for State PMP Data Collection and State PMP User Applications and Report Requirements for both applications

Appriss Health (vendor for both applications)

Change Log:

Version	Date	Summary of Changes	Author
1.0	3/19/2018	New document	Amanda Pollock
1.1	6/5/2018	Revisions and Additions by State of Tennessee	Tennessee

File Name: Attachment 3 – Business Requirements Document

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Tennessee CSMD Implementation Requirements

Introduction

This document (Business Requirement Document) expresses User functions, operations functions, data attributes and security functions required in relation to current application functionality documented herein and enhancements thereof to support the needs of Tennessee. Specifically, this document defines the enhancements needed in order to meet the needs of Tennessee on the Optimum Technology applications. In addition, this document identifies current gaps between the Optimum Technology applications and Appriss developed applications currently in Production. This document will be used to collect, analyze, and define features and requirements of Tennessee. Should Tennessee decide to migrate at a future date to a new State PMP Data Collection Application and/or a new application for health care users to view the information collected by Appriss from Dispensers or other entities authorized by Tennessee to provide data or files to identify patient risk or provider risky behavior, this document will also serve to begin documenting the requirement capabilities for the potential of a subsequent migration.

The focus of the document is tailored to the capabilities needed by multiple Users in TDH, various stakeholders and target Users of both data collection and data viewing, and why these needs exist. The details of Tennessee's needs in data collection and data viewing will be detailed in the use case specifications and supplementary specifications.

The goal of this document is to identify resources, processes, existing structure and technology expressed in terms of current and future business needs of Tennessee. The Contractor shall be required to ensure all capabilities, functionality, validations, and any other requirements in this document are part of Optimum Technology applications. Should Tennessee decide to migrate to the new applications, a review will occur by Tennessee in consultation with APPRISS to identify any gaps between the enhanced Optimum Technology applications and the new applications. State reserves the right to migrate without all gaps in functionality being available at time of migration if development is underway by Contractor with agreed upon delivery dates.

1.1 Purpose

State Prescription Drug Monitoring Programs (PMPs) play an essential role in the effort to control prescription drug abuse nationwide. State PMPs provide information to health care providers to improve clinical decision-making, identify sources of improper prescribing and dispensing, curb prescription drug misuse and abuse, and potentially saving numerous lives.
State PMP data provides the necessary information to efficiently run operations audits and to perform public health analysis.

User Descriptions

Users of the CSMD applications (State PMP User and Data Collection Applications) for the State will include: state employees, elected officials, licensed and unlicensed healthcare professionals, law enforcement, drug courts, and others as identified by state laws, rules, and regulations.

Definitions

All terms and/or words defined in Section A.2 of the Contract are hereby incorporated in this document as defined in the Contract.

Requirements

3.1 Business

The application will comply with the security requirements of the State.

TABLE 1: Business Requirements

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
1	BR1.0.0	State PMP User and Data Collection Applications: Security	Users will have unlimited login attempts. A User will have four login attempts before a User's account is locked. Once a User account is locked due to failed login attempts, the account shall be locked for ten (10) minutes	N/A	Existing functionality
2	BR1.0.1	State PMP User and Data Collection Applications: Security	Users will have a maximum of ten (10) login attempts before the User's account is locked. Once a User's account is locked due to failed login attempts the account shall remained locked until the User contacts the CSMD Administrator to unlock the account.	Existing Functionality	Gap
3	BR1.1.1	State PMP User and Data Collection Applications: Security	A User cannot use the previous twelve (12) passwords they have used to access the State PMP Data Collection or User Application.	N/A	Existing functionality
4	BR1.1.2	State PMP User and Data Collection Applications: Security	A User cannot use the previous ten (10) passwords they have used to access the State PMP Data Collection or User Application.	Existing functionality	Gap
5	BR1.2.1	State PMP User and Data Collection Applications: Security Admin Setting	State PMP User Application: A State Administrator(s) shall be able to configure a setting for password expiration interval to apply to all Users and Roles and the following options: thirty (30) days; sixty (60) days; ninety (90) days; one hundred eighty (180) days; three hundred sixty-five (365) days will be available to the State. State PMP Data Collection Application: A User must reset their password every ninety (90) days.	Existing Functionality	Existing Functionality
6	BR1.2.2	State PMP User and	State PMP User Application: A User must reset their password based on the password expiration	Existing	Existing

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Data Collection Applications: Security Admin Setting	interval setting maintained by the State Administrator(s) State PMP Data Collection Application: A User must reset their password every ninety (90) days.	Functionality	Functionality
7	BR1.3.1	State PMP User and Data Collection Applications: Security	A User must re-authenticate to the application after twenty (20) minutes of inactivity.	Existing functionality	Existing functionality
8	BR1.4.0	State PMP User and Data Collection Applications: Security	The system shall display to the User, at password creation, the parameters required to create a password to meet the minimum State requirements. State minimum requirements are: upper alpha character, lower alpha character, number character, and special character and must be at least eight (8) characters in length	Existing functionality	Existing functionality
9	BR2.0.0	State PMP Data Collection Application	Dispensers who are licensed in the State of Tennessee shall be able to submit controlled substance dispensation data through SFTP or near real time using a web service, twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24x7x365)	Existing functionality	Existing functionality
10	BR2.0.0.1	State PMP Data Collection Application	Dispensers shall be able to submit required and optional data as specified by the ASAP.Net specification to the State PMP Data Collection Application to be collected both manually and electronically.	Existing functionality	Existing functionality
11	BR2.0.1	State PMP Data Collection Application	Dispensers in the State of Tennessee shall be able to submit controlled substance dispensation data through manual entry of prescriptions directly into application twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24x7x365).	Existing functionality	Existing functionality
12	BR2.0.2	State PMP Data Collection Application	Dispensers in the State of Tennessee shall be able to submit controlled substance dispensation data through some type of manual form (fax, universal claim form, etc.), or through a secure web-based portal twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24x7x365)	Existing functionality	Existing functionality
13	BR2.0.3	State PMP Data Collection	Dispensers shall submit controlled substance dispensation data in the ASAP 4.2 format at a minimum. No later than 1/1/2019 the minimum	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application	requirement to be in Production is ASAP 4.2A.		
14	BR2.0.3.1	State PMP Data Collection Application Maintenance	The Contractor shall allow the State, at no additional cost, to move to new format versions, in a time mutually agreed upon by the State and the Contractor.	Existing functionality	Existing Functionality
15	BR2.0.3.2	State PMP Data Collection Application Maintenance	The Contractor shall maintain previous submission formats plus new submission formats for an agreed upon time period mutually agreed upon by the State and Contractor	Existing functionality	Existing Functionality
16	BR2.0.4	State PMP Data Collection Application	Dispensers shall submit controlled substance dispensation data for prescriptions dispensed in the state of Tennessee or mailed into the state of Tennessee for Tennessee resident by a state of Tennessee licensed Dispenser.	Existing functionality	Existing functionality
17	BR2.0.4.1	State PMP Data Collection Application	Application shall validate the Dispenser Tennessee license number to be valid before accepting prescriptions from that Dispenser.	Existing functionality	Gap
18	BR2.0.5	State PMP Data Collection Application	Contractor shall allow federal Dispensers reporting to the State PMP Data Collection Application who will not be state of Tennessee licensed.	Existing functionality	Existing functionality
19	BR2.1.0	State PMP Data Collection Application	Dispensers can manually enter dispensation records into the application.	Existing functionality	Existing functionality
20	BR2.1.1	State PMP Data Collection Application	Dispensers shall be required to input all ASAP fields for manually entered dispensation records in accordance with State requirements	Existing functionality	Existing functionality
21	BR2.1.2	State PMP Data Collection Application	Dispensers shall be allowed to make electronic revisions to dispensation records in accordance with State requirements.	Existing functionality	Existing functionality
22	BR2.1.3	State PMP Data Collection Application	Dispensers shall have a record in the system if a Tennessee licensed Dispenser has received a waiver from reporting to the State PMP Data Collection Application electronically.	Existing functionality	Existing functionality
23	BR2.1.4	State PMP Data Collection	Manual revisions must be made by the DEA Registrant/Pharmacist in Charge at the dispensing	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application	site in the State PMP Data Collection Application.		
24	BR2.1.6	State PMP Data Collection Application	The Contractor shall provide the functionality to validate Dispensers manually submitting controlled substance dispensation data. During manual entry, if the data entered does not meet validation criteria, the User will receive an error and will not be able to save the entry until correction is made. Validation criteria will be the same for manual entry as for records received electronically.	Existing functionality	Existing functionality
25	BR.2.1.7	State PMP Data Collection Application	State PMP Data Collection Application Manual shall be developed by State and Contractor and State requires approval of State PMP Data Collection Application Manual prior to any sharing to Dispensers or being published on any URL	Existing functionality	Existing functionality
26	BR3.0.0	State PMP Data Collection Application Registration	Prescription reporter registrants are required to provide the following information: a. DEA number of Dispenser being reported on b. State license number of Dispenser being reported on except for federal Dispensers c. Central/Prescription Reporter first name d. Central/Prescription Reporter last name e. Central/Prescription Reporter street address f. Central/Prescription Reporter city g. Central/Prescription Reporter state abbreviation (drop down) h. Central/Prescription Reporter zip i. Central/Prescription Reporter phone j. Email address of Central/Prescription Reporter k. Reason for Registration or notes area (optional)	Existing functionality	Existing functionality

27	BR3.0.0.1	State PMP Data Collection Application Registration	Prescription reporter registrants are required to provide information in BR3.0.0 along with the following enhancements:
			a. Indicator to identify what kind of Dispenser:
			   i. Central reporter
			   ii. Human prescribing
				Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy

			Dispenser
			      iii. Animal prescribing Dispenser
			      iv. Pharmacy
			  b. DEA number receiving controlled substance drug shipment/inventory used for dispensing
			  c. License type number (pharmacy, medical doctor, advance practice nurse, etc.)
			  d. Indicate days of week of operation of the Dispenser
			  e. NCPDP number of Dispenser being reported on Optional)
			  f. NPI number of each Dispenser being reported on (if available)
			  g. Email address associated with each DEA number being reported		

28	BR3.0.1	State PMP Data Collection Application Registration	Prescription reporter registrants must be validated for the following:
			  a. The DEA number must be valid and active. Failure to validate would require the online registration to go to pending.
			  b. State license number and license profession number (would validate that combination (license number + profession) is a valid TN license number)
			  c. The Contractor shall validate State license quarterly and lock accounts when State license is not valid. The Contractor shall provide a list to the State of Dispensers with an invalid State license.
				Existing functionality	Existing functionality

29	BR3.0.2.1	State PMP Data Collection Application Configuration	Contractor shall provide a list of TN's required data fields and validations that occur on each field to inform TN for rulemaking. The State after rulemaking will determine the desired validation and what action occurs if not met. The first type of action would be an Error that would prevent the data from transferring to the State PMP User Application and the Submitter and Dispenser would receive a communication regarding the Error. The second type of action would be a Warning which would allow the data to be	Will address as Change Order once requirements are known	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			transferred to the State PMP User Application but the Submitter and the Dispenser would receive a communication regarding the Warning. Both actions require the submitter or dispenser to revise the data. After rulemaking when the State collaborates with Appriss on TN's required field changes the validations on each field will be re-evaluated and appropriate configuration changes made by Appriss. The only item in this language that does not require a change order is the document informing TN of current functionality on required fields.		
30	BR3.0.3	State PMP Data Collection Application General Operations	The Contractor shall download and update the DEA history file daily.	Enhancement	Enhancement
31	BR3.0.4	State PMP Data Collection Application General Operations	The relationship between a provider and a DEA number is not necessarily one to one. It could be one to many. Therefore, the system must be able to maintain and recognize that relationship in the data that is provided in State PMP Data Collection Application and create a Prescriber Consolidation ID that will be stored in the database	Enhancement	Enhancement
32	BR3.0.5	State PMP Data Collection and State PMP User Applications Configuration	Each User record must contain a unique Identifier which is specific to the registrant	Existing functionality	Existing functionality
33	BR3.0.5.1	State PMP Data Collection Application ASAP Migration Customer Support	The Contractor shall communicate and provide support during migration to Dispensers and software entities to ensure a successful transition to new ASAP format by State set deadline	Existing functionality	Existing functionality
34	BR3.0.6	State PMP Data Collection Application	The Contractor shall cleanse all addresses being submitted to State PMP Data Collection Application. If there is a discrepancy between the state code and street address/zip code, both	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			versions of the record (the original record and the cleansed record) will be processed and stored in the State PMP User database. The State requires the original and cleansed version of the same record.		
35	BR3.1.0	State PMP Data Collection Application Customer Support	State PMP Data Collection Application Users shall contact the helpdesk for data submission issues via phone or secure portal	Existing functionality	Existing functionality
36	BR3.1.1	State PMP Data Collection Application Customer Support	The Helpdesk shall identify any issues requiring State administration intervention reported by State PMP Data Collection Application Users to the State based on contract information.	Existing functionality	Existing functionality
37	BR3.1.2	State PMP Data Collection Application Customer Support	The Helpdesk shall report all State data submission issues to the State on a weekly basis	Enhancement	Existing functionality
38	BR3.1.3	State PMP Data Collection Application: Admin Setting	The State PMP Data Collection Application shall display a state logo as identified by the State	Existing functionality	Existing functionality
39	BR3.1.4	State PMP Data Collection Application Customer Support	The State PMP Data Collection Application shall have tutorials available to Users to guide them through processes.	Existing functionality	Existing functionality
40	BR4.0.0	State PMP Data Collection Application Customer Support	The Contractor shall prepare and provide to Dispensers any instructions needed to successfully submit ASAP files. The State reserves the right to review and approve any communication prior to it being distributed to Dispensers.	Existing functionality	Existing functionality
41	BR4.0.1	State PMP Data Collection	The Contractor shall have a toll-free number and email address by which Dispensers may contact the Contractor to resolve problems and receive	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application Customer Support	information concerning data transmission.		
42	BR4.0.2	State PMP Data Collection Application Configuration	Each dispensation transmission shall be documented to include DEA number of Dispenser, date, and time received	Existing functionality	Existing functionality
43	BR4.0.3	State PMP Data Collection Application Paper Reporting	The Contractor shall accept written paper reports on a form approved by TN CSMD Committee from Dispensers that have been granted a waiver by State. The Contractor shall direct any Dispensers who want to apply for a waiver to the State website for the Waiver form. The Contractor shall enter data submitted on paper into the database within two business days after receipt in the State PMP Data Collection Application.	Existing functionality	Existing functionality
44	BR4.1.0	State PMP Data Collection Application Communication Configuration	Central Reporters/software vendors, and DEA Registrant or Pharmacist in Charge will receive an electronic communication denoting errors and warnings for records submitted connected to the DEA number associated with that prescription. Errors will prevent transfer of the data from State PMP Data Collection Application to the State PMP User Application; warnings will not. Data shall have an indicator for all errors and warnings in the data with the date of submission.	Existing functionality	Existing functionality
45	BR4.1.1	State PMP Data Collection Application Configuration	Dispenser submitted dispensation data with errors cannot be deleted or archived until the error is resolved. Warnings will be retained for 30 days. Contractor will provide a daily report of all warnings to State. State will collaborate with Contractor on data to be provided in report.	N/A	Gap
46	BR4.1.2	State PMP Data Collection and User Applications databases Configuration	Required fields, as defined by the state laws, rules, and regulations, shall be populated with valid information and enforced at the application level.	Existing functionality	Gap
47	BR4.1.3	State PMP	Required fields, as defined by the state laws, rules,	Existing	Existing

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Data Collection Application Validations Configuration	and regulations, shall be populated with valid information and enforced at the database level or application level as appropriate. Contractor shall provide any update scripts run against the database for State to review, test and approve before it is applied to the database.	functionality	functionality
48	BR4.1.4	State PMP Data Collection Application Validations	The Contractor shall validate social security number when reported against the Social Security Death Index (SSDI) if submitted by a Dispenser, and if there is a match a field will be populated in the application to show the date of death.	Enhancement	Enhancement
49	BR4.2.0	State PMP Data Collection and User Applications Data Sources	The following data sources shall be available: a. All DEA numbers shall be validated against a source b. State professional licensure numbers shall be validated against a source c. Driver's license shall be validated against a source d. All National Drug Code (NDC) numbers shall be validated against a source	Existing functionality	Existing functionality
50	BR4.2.0.1	State PMP Data Collection and State PMP User Application Data Sources	The following data sources shall be added as enhancements: a. The Contractor shall validate RxNorm information against National Library of Medicine or other standard source of information, if included in the data reported. b. All ICD-10 codes shall be validated against a source to ensure code exist	Enhancement	Enhancement
51	BR4.2.1	State PMP Data Collection Application Customer Support	If a data file submitted by a Dispenser does not meet the established threshold for accuracy and completeness of data: The Contractor shall be responsible for notifying the Dispenser of the problem with the data specified and instructed on the process to correct the data and resubmit by the Dispenser.	Existing functionality	Existing functionality
52	BR4.2.2	State PMP Data Collection Application Reporting Validation	State Administrator(s) shall have a report of all Dispensers with erroneous data which was not corrected in the timeline established by the State. If the data is not corrected and returned by the State established deadline, the Contractor shall report Dispenser identification to State.	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy

53	BR4.3.0	State PMP Data Collection Application Reporting: Resolve Dispensers	Dispensers (if Central Reporter/software vendor) must be able to search for DEA number of Dispenser reporting on behalf of or Dispenser associated to DEA number of prescription reported must be able to identify DEA number to resolve an error that has occurred during reporting
			
			Minimum search fields available will be:
			  a. Prescription number associated with Dispenser
			  b. Fill date
			  c. Dispenser DEA number
			  d. Dispenser NCPDP provider number
			  e. Last name
			  f. First name
			  g. Provide ability to choose rows within report and allow DEA number to be replaced with new DEA number or allows Dispenser to change all rows associated with that DEA number to a new DEA number
			  h. The search query criteria must allow one or many of the fields above to be used
			  i. Report Output must contain the fields offered in search at a minimum
				Existing functionality	Existing functionality

54	BR4.3.0.1	State PMP Data Collection Application Reporting: Resolve Dispensers	The following search field from BR4.3.0 shall be added as a gap: a. Prescriber DEA number	Existing functionality	Gap

56	BR4.4.0	State PMP Data Collection Application Reporting: Resolve NDC Code	Dispensers shall be able to search prescription records for the product number (NDC, etc.)
			a. Dispenser must have the functionality to generate a report and the minimum fields available will be:
			  1. Prescription number
			  2. Product number
			  3. Product code (Ex. NDC)
			  4. Patient last name
			  5. Patient first name
				Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			b. Provide the ability to choose rows with searched product number with new product number or allows Dispenser to change all rows associated with that product number to a new product number c. The search query criteria must allow one or many of the fields above to be used		

57	BR4.5.0	State PMP Data Collection Application Reporting: Prescription Search Report	Dispenser must have the functionality to generate a report to identify potential reporting issues
			a. Minimum search fields available will be:
			   1. Prescription number
			   2. Dispenser DEA number
			   3. Date filled from
			   4. Date filled to
			b. The search query criteria must allow one or many of the fields above to be used
				Existing functionality	Existing functionality

58	BR4.5.0.1	State PMP Data Collection Application Reporting: Prescription Search Report	The following search fields from BR4.5.0 shall be added as a gap:
			   1. Prescriber DEA number
			   2. Dispenser name
			   3. Patient last name
			   4. Patient first name
			   5. Patient middle name
				Existing functionality	Gap

59	BR4.5.1	State PMP Data Collection Application Reporting: Prescription Search Report	Dispenser associated to the DEA of the prescriptions will have ability to edit the details of the prescription that are returned from the search. This would occur in the data input application as most manual submitters do not enter the data but have someone enter on their behalf, therefore a data submission account would be needed to make the edits/revisions/corrections to prescriptions.	Existing functionality	Gap
60	BR4.5.2	State PMP Data Collection Application Reporting: Prescription Search Report	Dispenser details that will be available to be edited are listed below: (once search complete in BR4.5.1 to identify the records) a. NCPDP Provider number b. NPI number c. Dispenser DEA number d. Dispenser name e. Contact last name f. Contact first name	Existing functionality	Potential Gap (under Appriss review)

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			g. Chain site number h. Contact number i. Address (care of) j. Street k. City l. State abbreviation (drop down) m. Zip n. Or any other fields added in the ASAP format The search query criteria must allow one or many of the fields above to be used.		

61	BR4.5.3	State PMP Data Collection Application Reporting: Prescription Search Report	Dispensers shall be able to view, input and update the following Prescription detail data for the DEA number that is associated with the Dispenser's State PMP Data Collection Application login:
			  a. The data fields are listed below
			     1. Reporting status
			     2. Prescription number
			     3. Date written
			     4. Authorized refills
			     5. Date filled
			     6. Refill number
			     7. ID qualifier
			     8. Product number
			     9. Quantity
			     10. Days' supply
			     11. Drug dosage unit
			     12. Prescription origin code
			     13. Partial fill
			     14. Payment method
			     15. Electronic reference number
			     16. Or any other field added in the ASAP format
			  b. The search query criteria must allow one or many of the fields above to be used
			  c. Dispenser associated with the DEA can make edits to any of the fields above on prescriptions submitted by that DEA
				Existing functionality	Potential Gap (under Appriss review)

62	BR4.5.4	State PMP Data	Dispenser must have the ability to view the following types of information	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Collection Application Reporting: Prescription Search Report	a. Prescription b. Dispenser c. Practitioner d. NDC e. Ingredient f. DEA		
63	BR4.5.4.1	State PMP Data Collection Application Reporting: Prescription Search Report	The following type of information from BR4.5.4 shall be added as a gap: a. Therapeutic	Existing functionality	Gap
64	BR4.5.5	State PMP Data Collection Application Reporting: Prescription Search Report	State Administrator(s) shall be able to generate a report to view data that was reported by Dispenser associated with DEA Registrant, which DEA Registrant can edit and State Administrators can only view the data a. Minimum search fields available will be: a. File name b. The search query criteria must allow one or many of the fields above to be used c. Report Output must contain the fields offered in search at a minimum a. File name b. Date uploaded c. Total records d. Total uploaded e. Duplicated f. Outstanding g. Uncorrected errors h. Corrected errors i. Status d. Additional Details a. File name b. Uploaded by c. Uploaded on date d. Status e. Records in file f. Records uploaded g. Records rejected	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			h. Records deleted i. Corrected errors j. Outstanding errors k. Total warnings l. Ability to display warnings m. Total duplicates		
65	BR4.5.5.1	State PMP Data Collection Application Reporting: Prescription Search Report	The following search fields from BR4.5.5 shall be added as a gap: a. File type b. Upload start date c. Upload end date d. Upload type e. Login f. Email address g. Users first name h. Users last name	Existing functionality	Gap

66	BR4.5.6	State PMP Data Collection Application Reporting: Prescription Search Report	Dispensers shall have the ability to submit, view and update zero reports
			a. Submit
			  1. Input Dispenser name
			  2. Input DEA number
			  3. From report period
			  4. To report period
			b. View
			  1. Search criteria
			    i. Dispenser Name
			    ii. DEA number
			    iii. From report period
			    iv. To report period
			  2. Returns a list
			    i. Dispenser name
			    ii. Dispenser license number
			    iii. From date
			    iv. To date
				Existing functionality	Existing Functionality

67	BR5.0.0	State PMP User Application and State PMP Data Collection	Registrants shall be authenticated through an online access request process. All items in BR5.0.X cover State registration requirements.	Existing functionality	Existing Functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application Registration			
68	BR5.0.0.1	State PMP User Application Validation Requirements	State will provide validation requirements necessary to authenticate through the online registration request process for the State PMP User Application.	Existing functionality	Gap
69	BR5.0.0.1. 1	State PMP Data Collection Application Validation Requirements	State will provide validation requirements necessary to authenticate through the online registration request process for State PMP Data Collection Application.	Enhancement	Enhancement
70	BR5.0.0.2	State PMP User Application Configuration	State requires the ability or Contractor must set mandatory fields as directed by the State for patient requests	Existing functionality	Existing Functionality
71	BR5.0.0.3	State PMP User Application Configuration	Either the State or Contractor shall have the ability to set mandatory fields as directed by the State for Prescriber requests	Existing functionality	Existing Functionality
72	BR5.0.0.4	State PMP User Application	State must have the functionality to create announcements and news within the State PMP User Application. These messages shall be displayed on the home page and shall include fields to be set by State Administrator(s) for start date, expiration date that would be used to determine when the message would no longer be seen by State PMP Users	Existing functionality	Existing Functionality
73	BR5.0.0.4. 1	State PMP User Application	Messages in BR5.0.0.4 shall include expiration date as a field to be set by State Administrator(s).	Existing functionality	Gap
74	BR5.0.1	State PMP User and Data Collection Applications Registration	Registrants shall not be able to make duplicate registrations. Duplication shall be determined by cross checking personal identifying information (User email address, User DEA number, User NPI, User professional license and profession) with existing registrations in the database and preventing duplication.	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			Contractor will provide documentation detailing the process for State review and acceptance.		
75	BR5.0.1.1	State PMP User and Data Collection Applications Registration	A duplication check for unlicensed Delegates will be performed using driver's license number and driver's license state.	Existing functionality	Gap
76	BR5.0.3	State PMP User and Data Collection Applications	Users shall be able to self-service to retrieve their username.	Existing functionality	Gap
77	BR5.0.4	State PMP User Application	State Administrator(s) shall be able to manage Supervisory relationships for all Users.	Existing functionality	Existing Functionality
78	BR5.0.5	State PMP User Application Registration	Registrants shall provide an email and password to create a User shell account. In the Contractor system, this "shell account" serves as a placeholder for a User to return and complete the registration process.	N/A	Existing functionality
79	BR5.0.5.1	State PMP User Application Registration	Registrants shall provide all information as contained in Attachment 4 to register for the CSMD	Existing functionality	Gap
80	BR5.0.6	State PMP User Application Registration	Registrants shall confirm their registered email address via receiving an email from the system. This is only applicable for the migration strategy. Currently registrant would receive email with temporary to login and change to a password of their choosing.	Existing functionality	Existing functionality
81	BR5.0.7	State PMP User Application Registration	Registrants of State specified Roles shall be automatically validated. If they fail auto-validation or if they are of a Role not identified for automatic validation, these registrant records shall be available for manual review and approval/denial by a State Administrator(s).	Existing functionality	Existing functionality
82	BR5.0.8	State PMP User Application Registration	Registrants may have unique data requirements dependent on their Role	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
83	BR5.0.9	State PMP User Application Registration Configuration	State Administrator(s) shall identify and communicate the registration requirements for each Role	Existing functionality	Existing functionality
84	BR5.0.10	State PMP User Application Registration	Registrants shall provide the following information at registration if appropriate for their Role: a. First name b. Middle name c. Last name d. Suffix e. Degree f. DEA number (ability to add all DEA numbers used by this individual) g. DEA Suffix h. Professional licensure number i. State that issued professional licensure number abbreviation (drop down) j. NPI number k. Driver's license l. State that issued driver's license number abbreviation (drop down) m. Date of birth n. Primary phone or work phone o. Cell phone p. Last four (4) digits of Social Security Number q. Email address r. Delegate professional licensure number or choice of none or similar for non-licensed Delegates s. Delegate state of issued license number or registration t. Delegate profession u. Clinical notification preference v. Badge number	Existing functionality	Existing functionality
85	BR5.0.10.1	State PMP User Application Registration	The following information from BR5.0.10 shall be added as a gap: a. Degree b. State that issued professional licensure number abbreviation (drop	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			c. State that issued driver's license number abbreviation (drop down) d. Cell phone e. Delegate state of issued license number or registration		
86	BR5.0.11	State PMP User Application Registration	The professions licensed will be associated with a profession code and a description provided by State that will be included in the drop down for selection. State reserves the right to add, remove, or modify professions in list. State will provide a list of professions, specialties and sub-specialties to Contractor for all Roles that will be used by the State. If not licensed but given access by statute such as a Medical Examiner, Office of Inspector General investigators, Office of General Counsel, Health Related Boards investigators, law enforcement and judges of drug courts and any other professions granted access by statute to the State PMP User Application. The professions list will be determined by State and provided to Contractor.	Existing functionality	Existing functionality (possible Gaps dependent on contents of professions list)
87	BR5.0.11. 1	State PMP User Application Registration	The Role, Specialty, and Sub-Specialty shall be selected by the User from a State –identified list from the Centers for Medicare and Medicaid Services (CMS) Taxonomy. The list agreed upon by the State.	Enhancement	Existing functionality
88	BR5.0.11. 2	State PMP User Application Registration	Specialties within the CMS Taxonomy list may be omitted within the User Application, as agreed upon by the State.	Enhancement	Enhancement
89	BR5.0.12	State PMP User Application Registration	Supervisors must be registered in the State PMP User Application before a Delegate can create the Supervisory relationship, identifying the Supervisor by their state driver license number. State rules provides that the identification of the Supervisor be driven by the Supervisor's driver license number or State ID number.	Existing functionality	Gap
90	BR5.0.13	State PMP User Application Registration	Licensed Delegates would need to provide their license number.	Existing functionality	Existing functionality
91	BR5.0.13.	State PMP	Licensed Delegates would need to provide the	Existing	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
	1	User Application Registration	State that issued their licensure.	functionality	
92	BR5.0.14	State PMP User Application Registration	Once a Supervisor's driver license is selected, a list of all practice locations for that health care provider shall be presented for the Delegate to select the Supervisor location(s) where the Delegate/APRN/PA is supervised	Existing functionality	Gap
93	BR5.0.15	State PMP User Application Registration	Supervisors must reauthorize Delegates on an annual basis. This will exclude APRNs and PAs	Existing functionality	Existing functionality
94	BR5.0.15.1	State PMP User Application Registration	APRNs and PAs will be excluded from BR5.0.15.	Existing functionality	Gap
95	BR5.0.16	State PMP User Application Delegate Functionality	The system must contain historical records of Supervisor/Delegate acceptance of relationship as well as historical data when relationship ended.	Existing functionality	Existing functionality
96	BR5.0.17	State PMP User and Data Collection Applications Functionality	State Administrator(s) shall be able to enter Notes as free text and save them to a registration/User record as long as the record contains a User login.	Existing functionality	Existing functionality
97	BR5.0.18	State PMP User Application Registration: Admin Setting	As a registrant, I must acknowledge an "I Certify" statement to successfully complete the registration process. Current language: I certify that I am authorized to access this database pursuant to Tenn. Code Ann. § 53-10-306 and view all confidential information obtained during this session. Unauthorized access, unauthorized searches, or improper use or disclosure of the information contained in this database is a violation of State law and subject to criminal prosecution.	Existing functionality	Existing functionality
98	BR5.0.18.1	State PMP User Application Registration: Drug Courts	As a drug court registrant, I must acknowledge an "I Certify" statement to successfully complete the registration process. Current language: I certify that any patient request generated by me is for a current participant in the Drug Court Treatment Program in my district, and I have a reasonable belief that this patient may not be in	Enhancement	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			compliance with the guidelines or rules pertaining to use of controlled substances required for participation in this drug court program.		
99	BR5.0.18.2	State PMP User Application Registration: Law Enforcement	As a law enforcement registrant, the registrant must acknowledge an "I Certify" statement to successfully complete the registration process. : I certify that all requests made during this session are part of my official duties and I am engaged in the official investigation or enforcement of state or federal laws involving controlled substances or violations of the Prescription Safety Act.	Enhancement	Existing functionality
100	BR5.0.18.3	State PMP User Application Registration: District Attorney and TBI Director	As a District Attorney or Tennessee Bureau of Investigation (TBI) Director registrant, I must acknowledge an "I Certify" statement to successfully complete the registration process. Current language: I certify that my use of the CSMD during this session is in compliance with all applicable statutes and rules state laws, rules, and regulations including the Prescription Safety Act of 2016	Enhancement	Existing functionality
101	BR5.0.18.4	State PMP User Application Support	State Administrators shall have the ability to modify the language in BR5.0.18-BR5.0.18.3 when necessary.	Enhancement	Existing Functionality
102	BR.5.0.18.5	State PMP User Application Functionality	The registered User must acknowledge these statements before access to the State PMP User Application is granted and remains active only for that session.	Existing functionality	Existing Functionality
103	BR.5.0.18.6	State PMP User Application Functionality	These statements are presented each time a registered User logs into the State PMP User Application based on Role.	Existing functionality	Gap
104	BR5.0.19	State PMP User Application: Registration and User Profile	State Administrator(s) shall have the ability to manually override the validation process for scenarios which are not addressed in the current validation rules. Manual override shall be an option for Admin in the Pending registrations and on the User profile page.	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			When manual override option is selected, a reason must be entered Manual override will require an expiration date to be entered		
105	BR5.0.20	State PMP User and Data Collection Applications	Users shall have self-service functionality for password resets	Existing functionality	Existing functionality

106	BR5.1.0	State PMP User Application Registration: Medical Examiners and Delegates	The following fields are required for the medical examiners and their licensed and unlicensed Delegates for registration. State will determine what fields shall be mandatory.
			   a. First name
			   b. Middle name
			   c. Last name
			   d. Suffix
			   e. Professional licensure number (if applicable)
			   f. Profession Code/description (if applicable)
			   g. Driver's license number
			   h. Date of birth
			   i. Primary phone or work phone
			   j. Email address
			   k. Occupation (licensed under Title 53)
			   l. Supervisor driver license number needed to create Supervisory relationship
				Existing functionality	Existing functionality

107	BR5.1.0.1	State PMP User Application Registration: Medical Examiners and Delegates	The following search fields from BR5.1.0 shall be added as a gap:
			   a. Degree
			   b. State that issued professional license number abbreviation (drop down)
			   c. State that issued driver's license number abbreviation (drop down)
			   d. Cell phone
			   e. Last four (4) digits of Social Security Number
			   f. Specialty (State Medical Examiner, Deputy State Chief Medical Examiner, County Medical Examiner)
				Existing functionality	Gap

108	BR5.1.1	State PMP User	Supervisors with Delegates who require approval to view requested reports shall receive an email	Existing	Existing

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application Delegate permissions	when a Delegate enters information into the State PMP User Application to request a report	functionality	functionality
109	BR5.1.1.1	State PMP User Application - Delegate permissions	For Delegate who has only one Supervisor and that Supervisor revokes the Delegate, the Delegate can still log into application but can only access User profile to add a new Supervisor and Supervisor approval would be needed before Delegate could run patient requests	Existing functionality	Existing functionality
110	BR5.1.1.2	State PMP User Application Delegate permissions	For any Delegate who has no Supervisor, if Delegate tries to generate patient request, system would provide a message that Delegate cannot run a patient request until Supervisor is added and Supervisor approves the supervisory relationship	Existing functionality	Existing functionality
111	BR5.1.1.3	State PMP User Application - Delegate permissions	User profile for APRN, PA or Delegate will show Supervisor(s) and Supervisor(s) location(s) associated with the supervisory relationship	Existing Functionality	Gap
112	BR5.1.2	State PMP User Application - Delegate permissions	Supervisors with Delegates who require approval to view requested reports must then log in and approve Delegate requests for reports and then the report is generated within the system and Delegate is notified via email request has been approved	Existing functionality	Existing functionality
113	BR5.1.2.1	State PMP User Application - Delegate permissions	Delegates that work in the Office of the Inspector General and Tennessee Bureau of Investigations Medicare Fraud Control Unit require approval by Supervisor before reports are viewable by Delegate.	Existing functionality	Existing functionality
114	BR5.1.3	State PMP User Application Delegate permissions	Delegates must login to the application once their Supervisor approves their request for a report to access the requested report. If the Supervisor denies a Delegate's report request, it shall not be available to the Delegate for review	Existing functionality	Existing functionality
115	BR5.1.4	State PMP User Application - Delegate permissions	Prescribers shall be limited to a maximum of two active unlicensed Delegates and unlimited licensed Delegates per list provided by State. TN at this time doesn't allow unlicensed/unregistered Delegates for Pharmacists.	Existing functionality	Gap
116	BR5.1.5	State PMP User Application - Delegate	Supervisors shall approve their Delegate registrations in the State PMP User Application Delegates, APRNs and PAs shall not have access to make requests until approved by their Supervisor	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		permissions	A system generated email shall be sent to the Supervisor for each pending Delegate registration for approval		
			A system generated email shall be sent to the Delegate once the Supervisor approves the Delegate to inform the Delegate their account is approved and the Delegate can now perform patient requests.		
			Templates of email(s) that go to Supervisor or Delegate when establishing or breaking a Supervisory relationship shall be approved by the State		
117	BR5.1.6	State PMP User Application - Delegate permissions	For Delegate who has only one Supervisor and that Supervisor revokes the Delegate, the Delegate can still log into application but can only access User profile to add a new Supervisor and Supervisor approval would be needed before Delegate could run patient requests	Existing functionality	Existing functionality
118	BR5.1.7	State PMP User Application Supervisor permissions	A Supervisor shall be able to revoke a Supervisory relationship. When a Supervisor revokes a relationship the Supervisor would not show in the list of choices for the Delegate to make request on behalf of.	Existing functionality	Existing functionality
119	BR5.1.7.1	State PMP User Application Supervisor permissions	A system generated email shall be sent to the Delegate to notify them the Supervisory relationship has been revoked	Existing functionality	Gap
120	BR5.1.8	State PMP User Application Delegate permissions	A Delegate shall be able to revoke a relationship with a Supervisor. Delegates will be able to delete/add Supervisors from their "user profile" area	Existing functionality	Existing functionality
121	BR5.1.8.1	State PMP User Application Delegate permissions	A system generated email shall be sent to the Supervisor to notify them their Supervisory relationship has been revoked.	Existing functionality	Gap
122	BR5.1.9	State PMP User Application Delegate permissions	Delegates if revoked by one Supervisor will still be able to log into system if Delegate has other Supervisors that Delegate is still performing work on their behalf. If no Supervisory relationship exists, Delegates will only be able to access user profile. The revoked Supervisors would no longer appear in	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			the list for the Delegate to choose when creating a patient request		
123	BR5.1.10	State PMP User Application	Prescribers/Dispensers will have an area that will display the last five patients viewed, or that their Delegate has previously reviewed.	Existing functionality	Existing functionality
124	BR5.2.0	State PMP User Application Delegate permissions: Supervisors	Supervisors must verify that Supervisory relationships are still active at frequency determined by the State. The State would determine the frequency and the Contractor shall make it a variable that can be easily configurable by the State throughout the term of the Contract. a. Prompt at log in to indicate to Supervisor this list of Delegates needed to be confirmed or revoked b. The Delegate may bypass the prompt for a maximum of seven (7) days. The Contractor shall provide a message that states that the Supervisor must log in and approve/reapprove your relationship within thirty (30) days or the Delegate will not be able to run patient request. c. The Supervisor may bypass the prompt for a maximum of seven (7) days. The Contractor shall provide a message that states that you have Delegates that need you to approve or reapprove your relationship within thirty (30) days or the Delegate will not be able to run patient requests.	Existing functionality	Gap
125	BR5.2.1	State PMP User Application Supervisory Relationship History and Audit Trail	Supervisory relationship approve and revoke date (history) must be captured	Existing functionality	Existing functionality
126	BR5.3.0	State PMP User Application Registration: Law Enforcement and Drug Courts	State PMP User Application Users shall be given the following additional registration options to account for law enforcement and drug courts: a. Law enforcement officer b. Law enforcement Supervisor c. Drug court judge d. District Attorney or TBI Director	Enhancement	Enhancement

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
127	BR5.3.0.1	State PMP User Application Registration: Law Enforcement and Drug Courts Supervisors	Language that would appear on page presented to Supervisors listed in BR5.3.0 "I certify the individuals approved by me during this session are agents of a judicial drug task force employed by the United States Department of Justice, law enforcement officers certified pursuant to 38-8-107, a law enforcement officer certified by a state other than Tennessee, a TBI agent, or a drug enforcement administration agent."	Enhancement	Enhancement
128	BR5.3.1	State PMP User Application Registration: Law Enforcement and Drug Courts	The following fields are required for all law enforcement and drug court Users for registration. State shall have the ability to configure which fields are mandatory. a. First name b. Middle name c. Last name d. Agency name e. Agency street address f. Agency city g. Agency state h. Agency zip code i. Agency contact number j. Registrant email address k. Driver's license number l. Date of birth m. Primary phone or work phone n. Fax number o. Last four (4) digits of Social Security Number	Enhancement	Existing functionality
129	BR5.3.1.1	State PMP User Application Registration: Law Enforcement and Drug Courts	The following registration fields from BR5.3.1 shall be added as an enhancement: a. Judicial District (drop down, 31 districts plus TBI as an option) b. Badge number, ID number, commission number, or Board of Professional Responsibility (BPR) license number	Enhancement	Enhancement
130	BR5.3.1.2	State PMP User Application Registration:	The following registration fields from BR5.3.1 shall be added as a gap: a. State that issued driver's license number	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Law Enforcement and Drug Courts	b. Cell Phone		

131	BR5.3.2	State PMP User Application Registration: Law Enforcement	The following fields are required for law enforcement officers in addition to the law enforcement and drug court registration fields. State shall have the ability to configure which fields are mandatory.
			
			a. Title (drop down)
			    1. Agent
			    2. Sergeant
			    3. Detective
			    4. Lieutenant
			    5. Investigator
			    6. Patrol officer
			    7. Police officer
			    8. Captain
			    9. Investigator
			    10. TBI - Special agent in charge
			    11. TBI - Assistant special agent in charge
			b. Agency Supervisor name
			c. Agency Supervisor email address
			d. Agency Supervisor phone number
			e. Agency Supervisor driver's license number
			f. Issuing state of driver's license
			
			State PMP User Application registration shall not be approved for law enforcement officers until approved by the registered law enforcement Supervisor(s) identified in their registration
				Enhancement	Enhancement

132	BR5.3.3	State PMP User Application Registration: Law Enforcement	The following fields are required for law enforcement Supervisors in addition to the law enforcement and drug court registration fields. State shall have the ability to configure which fields are mandatory.
			
			a. Title (drop down)
			    1. Drug task force manager
			    2. TBI – Deputy director
			    3. TBI – Assistant director
			    4. Sheriff
				Enhancement	Enhancement

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			5. Chief of police b. District Attorney or TBI Director name c. District Attorney or TBI Director email address d. District Attorney or TBI Director phone number e. District Attorney or TBI Director driver's license number f. Issuing state of driver's license State PMP User Application registration shall not be approved for law enforcement Supervisors until approved by the registered District Attorney or TBI Director identified in their registration.		
133	BR5.3.4	State PMP User Application Registration: Law Enforcement and Drug Courts	The following fields are required for District Attorneys and TBI Directors in addition to the law enforcement and drug court registration fields. State shall have the ability to configure which fields are mandatory. a. Title (drop down) 1. District Attorney 2. TBI Director	Enhancement	Enhancement
134	BR5.3.5	State PMP User Application Registration: Drug Courts	The following fields are required for the drug court judges in addition to the law enforcement and drug court registration fields. State will determine what fields shall be mandatory. a. Board of Professional Responsibility (BPR) license number b. State that issued professional license number c. Title (automatically defaults to drug court judge) d. District Attorney email for Judicial District of the judge and drug court e. District Attorney driver's license number f. Issuing state of the driver's license State PMP User Application registration shall not	Enhancement	Enhancement

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			be approved for drug court judges until approved by the registered District Attorney identified in their registration.		
135	BR6.0.0	State PMP User Application Patient Records	Each patient record shall have a unique identifier. The unique identifier shall be used to maintain a relationship between a patient and a prescription record and stored in the database.	Existing functionality	Existing functionality
136	BR7.0.0	State PMP User Application Communicati on	State PMP User Application registrants shall be able to communicate with a designated State Administrator(s) through the State PMP User Application via an embedded email link. The email should be directed to CSMD.ADMIN@TN.GOV	Existing functionality	Gap
137	BR.7.0.1	State PMP User Application Configuration	The Contractor shall provide functionality to upload and display types of images the State and Contractor mutually agree upon	Existing functionality	Existing functionality

138	BR7.1.0	State PMP User Application Communicati on	State Administrator(s) shall have the ability to send communications to registered Users through the State PMP User Application:
			
			a. Create new messages and include Subject and text
			
			   1. When you choose a Role there will be a drop down list of registrants in that Role to search for specific Users or include all Users in that Role
			
			   2. Organization and User Name to appear on screen as many Users in system with same first name and last name
			
			b. Select Users by Role only to create targeted messages.
			
			c. Ability to search by First Name or Last Name or combination to include single Users potentially from a different Role for inclusion to receive the message
				Existing functionality	Existing functionality

139	BR7.1.0.1	State PMP User Application Communicati on	Users shall have the ability to include images in communications.	Existing functionality	Gap
140	BR7.1.0.2	State PMP User	In communications, Users shall also be able to select Users by Role plus Specialty to create	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application Communication	targeted messages.		
141	BR7.1.1	State PMP User Application Communication	The PMP must send batch confirmations to State Administrator(s) of success or failure of message to recipients who receive messages in BR7.1.0 Recipient must have enough information to identify the sender of the response. This communication shall includes 1. First name 2. Last name 3. Email address 4. A direct link to the State PMP website in the email	Existing functionality	Gap
142	BR8.0.0	State PMP User Application PMPi Data Sharing	The Contractor shall provide in the application the functionality to connect to PMPi to allow interstate data sharing with other states that the State has turned on in the PMPi console	Existing functionality	Existing Functionality
143	BR8.0.1	State PMP User Application PMPi Data Sharing	The Contractor shall provide in the application the functionality to limit PMPi data request to only accept and use patient First Name, patient Last Name and Date of Birth from requesting state. Any other fields submitted by the requesting state will be excluded. This will prevent the CSMD algorithm from returning multiple patients in a PMPi request by allowing only exact matches on patient First Name, patient Last Name and Date of Birth to the requesting state.	Enhancement	Existing functionality
144	BR9.0.0	State PMP User Application Prescriber Records	Contractor must group Prescribers who have multiple DEA numbers and assign them a Prescriber Consolidation ID that is stored in the database.	Enhancement	Enhancement
145	BR9.0.1	State PMP User Application – Supervisory Relationships Customer Support (This is a support SLA)	The Contractor shall respond to the request from the State regarding Supervisory relationships issues and resolution must occur within three (3) business days.	Enhancement	Enhancement
146	BR10.0.0	State PMP	MME values shall use the CDC MME Conversion	Existing	Existing

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		User Application MME Conversions	logic (including any sliding scale logic)	functionality	functionality
147	BR10.0.1	State PMP User Application MME Conversions	MME values shall use other MME conversion in state laws, rules, and regulations if the State deems necessary.	Enhancement	Enhancement
148	BR11.0.0	State PMP User Application Clinical Notification Preferences	Only registered Users who prescribe with a DEA number shall receive the following options when registering to choose who will receive clinical notifications based on Role: • User Only • Delegate • Delegate and Supervised APRN/PA All of the above	Existing functionality	Gap
149	BR11.0.1	State PMP User Application Clinical Notification Preferences	Any User in BR11.0.0 shall have the functionality in the user profile to change clinical notification preference	Existing functionality	Gap
150	BR12.0.0	State PMP User Application Multiple Locations	Users can register and manage/add/remove multiple locations related to their User record Number of locations for each User should not have a limit and all Roles shall have the ability to have multiple locations	Existing functionality	Gap
151	BR12.0.1	State PMP User Application Multiple Locations	Users shall enter the following information for location: a. Name of practice (organization) b. Address 1 c. Address 2 d. City e. State abbreviation (drop down) f. Zip g. Work phone and extension if applicable h. Fax number i. DEA number associated with the location address	Existing functionality	Existing Functionality
152	BR13.0.0	State PMP User	All Roles in the State PMP User Application shall have functionality for multiple locations.	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application Registration Multiple locations			
153	BR13.1.0	State PMP User Application Registration/ User Profile Multiple locations: Prescribers or Pharmacist	Prescriber locations should contain the following minimum information: a. Organization name b. Organization address c. Organization street d. Organization city e. Organization state abbreviation (drop down) f. Organization zip g. Organization phone h. DEA number associated with the practice site (Prescribers may work at multiple practice sites and use one DEA number or they may have separate DEA numbers for practice sites. DEA number could be listed in multiple practice locations. In the case of Pharmacist this is an optional field and would be the DEA number of the pharmacy where they work unless not working in a pharmacy setting (i.e. pharmacy consultant, TennCare, etc.) i. Prescriber and Dispenser Delegates can have multiple Supervisors and practice locations and would need to be connected to Supervisor using the driver license that would show all the Supervisor practice locations for the Delegate to choose the appropriate practice location to create the connection.	Existing functionality	Gap
154	BR13.2.0	State PMP User Application Registration Multiple locations: APRN and PA	APRN and PA locations should contain the following minimum information: a. Organization name b. Organization address c. Organization street d. Organization city e. Organization state abbreviation (drop down) f. Organization zip g. Organization phone h. DEA number associated with the practice site (Prescribers may work at multiple	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			practice sites and use one DEA number or they may have separate DEA numbers for practice sites.) i. Each practice location must have a Supervisor associated with it j. APRN or PA can have multiple Supervisors and practice locations and would need to be connected to Supervisor using the driver license that would show all the Supervisor practice locations for the Delegate to choose the appropriate location to create the connection. APRN or PAs can have multiple Supervisors associated to a single practice site.		
155	BR13.2.1	State PMP User Application Registration Multiple locations: APRN and PA	APRN and PA Users shall be required to have a Supervisor with a Role of medical doctor or osteopathic physician. PAs and orthopedic PAs may also have a podiatrist as a Supervisor State shall have the flexibility in the future to allow APRNs and PAs to register and have access without a Supervisor should State laws or rules change.	Existing functionality	Gap
156	BR13.2.2	State PMP User Application Registration	State laws, rules, and regulations shall determine what Roles can have Delegates.	Existing functionality	Gap
157	BR13.3.0	State PMP User Application Registration Multiple locations: Delegates	Delegate locations should contain the following minimum information: a. Organization name b. Organization address c. Organization street d. Organization city e. Organization state abbreviation (drop down) f. Organization zip g. Organization phone h. Each practice location must have a Supervisor associated with it i. Delegates can have multiple Supervisors and locations and need to be connected to Supervisor using the driver license that would show all the Supervisor locations for the Delegate to choose the appropriate location to create the	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			connection.		
158	BR13.4.0	State PMP User Application Registration Multiple locations: Medical Examiner Delegates	Medical examiner licensed and unlicensed Delegate registrations shall require approval by State PMP User Application Administrator	Enhancement	Existing functionality
159	BR13.5.0	State PMP User Application: Multiple Locations	Supervisor user profile must present Delegates and location of the Delegate being supervised Delegate user profile must present location of the Supervisor in the relationship Each supervisory relationship should be able to view, approve or revoke the relationship based on relationship and location.	Existing functionality	Existing Functionality (Partial – no multiple locations)
160	BR14.0.0	State PMP User Application Request	Included in BR14.X will be the requests for patients, Dispensers, and Prescribers.	Existing functionality	Existing Functionality
161	BR14.1.0	State PMP User Application Patient Request	The patient request screen will require the following information to be display and required fields will have a type of indicator to let the User know which fields are required by State. The screen will also display the states that share State PMP data based on PMPi Roles. State will provide to vendor required fields. a. Patient Rx Request tutorial button at the top b. Patient first name c. Patient last name d. Patient date of birth (DOB) e. Patient phone number f. Patient street address g. Patient city h. Patient state abbreviation (drop down) i. Patient zip code j. Patient alias (optional, up to four) k. Prescription fill date range boxes (State can set the default date range) l. PMP interconnect search check boxes (based on Roles from PMPi if this Role can initiate an interstate search)	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			m. Element to choose how they would like to receive the report (PDF, HTML, CSV)		
162	BR14.1.1	State PMP User Application Patient Request	The following fields from BR14.1.0 shall be added as a gap: a. Question with checkbox – Is this request being run because of suspected overdose or poisoning. (Official language to go on patient request shall be approved by State prior to implementation) b. Ability for Delegates to choose what Supervisor and practice location they are running the report on behalf of (State will determine which Delegate Roles must choose the Supervisor the Delegate is running report on behalf of)	Existing functionality	Gap
163	BR14.2.0	State PMP User Application Law Enforcement Requests	Law enforcement shall be able to generate reports on any patient, Prescriber, or Dispenser. They do NOT need approval for requests. The registered User will fill out the information required on the request screen to generate a report.	Enhancement	Existing functionality
164	BR14.2.1	State PMP User Application Law Enforcement Patient Requests	The patient request screen for law enforcement will require the following information to be display and required fields will have a type of indicator to let the User know which fields are required by State. The screen will also display the states that share State PMP data based on PMPi Roles (only states that would allow law enforcement would appear). State will provide to vendor required fields. State requires the functionality to configure which fields will be required. a. Case number (The case number recorded here will only be used in the report generated but is not part of the search criteria.) b. Patient first name c. Patient last name d. Patient Date of Birth (DOB) e. Patient phone number f. Patient street address g. Patient city h. Patient State i. Patient zip code j. Prescription fill date range boxes	Enhancement	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			(State can set the default date range) k. PMP interconnect search check boxes (based on Roles from PMPi if this Role can initiate an interstate search) l. Ability for User to generate the report as PDF, HTML, or CSV The patient report generated for law enforcement will be the same as detailed in BR16.0.0 (patient prescription history report), with the added case number.		
165	BR14.2.1.1	State PMP User Application Law Enforcement Patient Requests	The following fields from BR14.2.1 shall be added as a gap: a. Question with checkbox – Is this request being run because of suspected overdose or poisoning. (Official language to go on patient request shall be approved by State prior to implementation) b. Delegates would be required to choose what Supervisor and agency location they are running the report on behalf of (State will determine which Delegate Roles must choose the Supervisor the Delegate is running report on behalf of)	Existing functionality	Gap
166	BR14.2.2	State PMP User Application Law Enforcement Dispenser Requests	The Dispenser request screen for law enforcement will require the following information to be display and required fields will have an indicator to let the User know which fields are required by State. State must have ability to configure required fields. a. DEA number b. Case number (required) (The case number recorded here will only be used in the report generated but is not part of the search criteria.) c. Prescription fill date range boxes (State can set the default date range) d. Ability for User to generate the report as PDF, HTML, or CSV The Dispenser report generated for law enforcement will be the same as detailed in BR20.16.0 (pharmacy prescription history report),	Enhancement	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			with the added case number.		
167	BR14.2.3	State PMP User Application Law Enforcement Prescriber Requests	The Prescriber request screen for law enforcement will require the following information to be display and required fields will have an indicator to let the User know which fields are required by State. State must have ability to configure required fields. a. DEA number b. Case number (required) (The case number recorded here will only be used in the report generated but is not part of the search criteria.) c. Prescription fill date range boxes (State can set the default date range) d. Ability for User to generate the report as PDF, HTML, or CSV The Prescriber report generated for law enforcement will be the same as detailed in the Prescriber report (Prescriber prescription history report), with the added case number. (BR20.10.0) Dispenser and Prescriber report criteria must allow law enforcement to look up ANY DEA number.	Enhancement	Existing functionality
168	BR14.3.0	State PMP User Application Drug Court Patient Requests	The patient request screen will require the following information to be display and required fields will have an indicator to let the User know which fields are required by State. The screen will also display the states that share State PMP data based on PMPi Roles (if that Role is allowed in the other state). State must have ability to configure required fields. a. Case number (not part of search, but they must provide this information) b. Patient first name c. Patient last name d. Patient alias (optional, up to four) e. Patient date of birth (DOB) f. Patient phone number g. Patient street address h. Patient city	Enhancement	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			i. Patient State j. Patient zip code k. Prescription fill date range boxes (State can set the default date range) l. PMP interconnect search check boxes (based on Roles from PMPi if this Role can initiate an interstate search) m. Question with checkbox – Is this request being run because of suspected overdose or poisoning. (Official language to go on patient request shall be approved by State prior to implementation) n. Ability for User to generate the report as PDF, HTML, or CSV The patient report generated for drug courts will be the same as detailed in BR16.0.0 (patient prescription history report), with the added case number.		
169	BR14.3.1	State PMP User Application Drug Court Patient Requests	For each report generated by a drug court judge, the District Attorney identified as the Supervisor will receive an email that a request from a registered drug court judge has been initiated a request and needs approval. Once the District Attorney approves the request the registered requestor will receive an email the request has been approved. The Registered Requestor will log into the State PMP User Application to view the report.	Enhancement	Enhancement
170	BR15.0.0	State PMP User Application Bulk Patient Search	Registered Users shall have the ability to make bulk patient requests using a CSV file upload. If the submitter of the bulk request is a Delegate, the Supervisor would be able to view any of those patient reports that were generated from the bulk request. The patient reports shall contain the same information as a patient report generated from the patient request screen. User shall be able to receive the report in PDF or CSV	Existing functionality	Existing functionality
171	BR16.0.0	State PMP User	A patient request report shall include the following	Existing	Existing

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy

		Application Patient Request Report	information in the header:
			
			a. Seal of State (PDF and HTML versions)
			
			b. Tennessee Controlled Substance Monitoring Program: Board of Pharmacy-Department of Health (address, city, state zip code, phone number, email and fax number) (PDF and HTML versions)
			
			c. Date range (PDF and HTML versions) (State will determine default date range)
			
			d. Patient name
			
			e. Linked records
			
			   1. Report criteria
			      i. First name
			      ii. Last name
			      iii. Date of birth
			      iv. Zip code
			      v. City
			      vi. State abbreviation
			      vii. Phone
			      viii. Patient ID
			      ix. Patient Consolidation ID
			
			The patient report shall display the information listed below at a minimum but could display additional elements if standard in the product
			
			a. Prescriptions
			   1. Filled date
			   2. Patient ID
			   3. Written date
			   4. Quantity
			   5. Days' Supply
			   6. Prescriber Name
			   7. Prescription number
			   8. Dispenser Name
			   9. Dispenser Telephone number
			   10. Refill number
			   11. Active prescription, (Y/N),
			   12. MME per day
			   13. Payment type
			   14. PMP where data is originated
			   15. Buprenorphine product milligrams per
				functionality	Functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			day		
			b. Prescribers		
			1. Prescriber name		
			2. Prescriber DEA number (PDF & CSV version only)		
			3. Prescriber address		
			4. Prescriber city		
			5. Prescriber state abbreviation (drop down)		
			6. Prescriber zip code		
			7. Prescriber phone number shall be populated from ASAP data when collected		
			c. Dispensers		
			1. Dispenser		
			2. Dispenser DEA number (PDF & CSV version only)		
			3. Address		
			4. City		
			5. State abbreviation (drop down)		
			6. Zip code		
			7. Phone number shall be populated from ASAP data when collected		
			d. Clinical Risk Indicators (CRI), Disclaimer and or related messaging (PDF and HTML versions only)		
			e. Summary (PDF and HTML version only)		
			1. Prescription count		
			2. Prescriber count		
			3. Type of payment		
			4. Active daily MME amount		
			5. Buprenorphine product milligrams per day		
			f. Patient reports shall display common MME conversions from the CDC or State and will be displayed near the end of the patient report		
172	BR16.0.0.1	State PMP User Application Patient Request	State will allow Contractor algorithm to link patients and create a Patient Consolidation ID. .	N/A	Existing functionality
173	BR16.0.0.	State PMP User	The State PMP User will see the Patient Consolidation IDs and be able to choose at that	N/A	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
	2	Application Patient Request	level or click to see patient associated with that Patient Consolidation ID and choose at that level what Patient IDs will be included to generate the patient report. Once State PMP User identifies the Patient Consolidation ID(s) or Patient ID (s) only then will the calculations be performed for CRI(s) or MMEs. The State PMP User will also have the option to select "none of these" if the State PMP User believes that none of the Patient Consolidation ID(s) or Patient ID(s) are their patient.		
174	BR16.0.2	State PMP User Application Clinical Risk Indicators	The State and Contractor will collaborate to develop new graphical icons for CRIs. There would be unique graphical icons for each type of CRI and each would have a text description and be displayed prominently near the top of the report and the development shall be complete prior to migration. Any graphical representations of icons within this document (BR17.2.0-BR17.3.1) are subject to change.	Enhancement	Gap
175	BR17.1.0	State PMP User Application Clinical Risk Indicators: NAS	If a patient record is displayed in the application for a female of child bearing age (15-45 years of age), an indicator for Neonatal Abstinence Syndrome (NAS) shall be displayed Indicate in system if female and child bearing age (15-45 years of age) by a type of color different from normal (possibly pink) –This is a CRI: women of child bearing age	Existing functionality	Existing functionality
176	BR17.1.0.1	State PMP User Application Clinical Risk Indicators: NAS	The CRI for NAS shall be displayed by the Patient ID.	Existing functionality	Gap
177	BR17.1.1	State PMP User Application Clinical Risk Indicators: NAS	If a patient has a NAS CRI, a Text warning (bold or red) that appears when patient is looked up that is female and between (15-45 years of age) Possible text: "Please remember that narcotic prescriptions for women of child bearing age could result in NAS should pregnancy occur; please discuss with your patient methods to prevent unintended pregnancy."	Existing functionality	Existing functionality
178	BR17.2.0	State PMP User Application Clinical Risk	If a patient has multiple Prescribers equal to four (4) providers within a ninety (90) day period, a CRI shall be displayed as	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Indicators: Multiple Prescribers	**Y** =4 in 90 days		
179	BR17.2.1	State PMP User Application Clinical Risk Indicators: Multiple Prescribers	If a patient has multiple Prescribers equal to five (5) or more providers within a ninety (90) day period, a CRI shall be displayed as **R** >=5 in 90 days	Existing functionality	Gap
180	BR17.2.2	State PMP User Application Clinical Risk Indicators: Multiple Dispensers	If a patient has multiple Dispensers equal to five (5) or more pharmacies within a ninety (90) day period, a CRI shall be displayed as **R** >=5 in 90 days	Existing functionality	Gap
181	BR17.2.3	State PMP User Application Clinical Risk Indicators: Multiple Dispensers	If a patient has multiple Dispensers equal to four (4) pharmacies within a ninety (90) day period, a CRI shall be displayed as **Y** =4 in 90 days	Existing functionality	Gap
182	BR17.3.0	State PMP User Application Clinical Risk Indicators: Morphine Milligram Equivalents	If a patient has Morphine Milligram equivalent equal to one hundred twenty (120) or more cumulative MME, a CRI shall be displayed as: **R** >=120 Active Cumulative MME per day	Existing functionality	Gap
183	BR17.3.1	State PMP User Application Clinical Risk Indicators: Morphine Milligram Equivalents	If a patient has Morphine Milligram equivalent more than or equal to ninety (90) but less than one hundred twenty (120) or more cumulative MME, a CRI shall be displayed as: **Y** >=90 but <120 Active Cumulative MME per day	Existing functionality	Gap
184	BR17.4.0	State PMP User Application Clinical Risk Indicators:	The State will provide list to Contractor to identify patients in State PMP User Application to associate this indicator to that patient. The State will provide file at a frequency to be determined by State	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		TennCare Pharmacy Lock In			
185	BR17.5	State PMP User Application Clinical Risk Indicators: Combo Benzodiazepine/Opioid	State and Contractor will work together to determine requirements to identify patients who are taking a Combination of prescriptions for Benzodiazepine/Opioid	Enhancement	Existing functionality
186	BR17.6	State PMP User Application Clinical Risk Indicators: Combo Benzodiazepine/Opioid/Carisoprodol	State and Contractor will work together to determine requirements to identify patients who are taking a Combination of prescriptions for Benzodiazepine/Opioid/Carisoprodol	Enhancement	Enhancement
187	BR18.0.0	State PMP User Application Management	State Administrator(s) will have the ability to perform the following functions in State PMP User Application Create User accounts a. Correct User account setting 　1. Reset passwords by sending a link to User 　2. Account approval for pending accounts 　3. Update **all** fields in the User profile b. Save information in any field of the User profile including the notes section of the User profile as long as profile includes a User login. c. The ability to run patient reports when necessary for law enforcement and judicial team d. If an account is locked the State Administrator(s) will have the ability to unlock the account e. The Contractor shall provide a way for the State Administrator(s) to enter and save notes on active and inactive User profiles with date and time stamp.	Existing functionality	Existing functionality
188	BR18.0.1	State PMP User Application	State Administrator(s) will have the ability to perform the additional functions identified as gaps: a. Save information in any field of the User	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Management	profile including the notes section of the User profile as long as profile includes a User login. b. The Contractor shall provide a way for the State Administrator(s) to enter and save notes on active and inactive User profiles with date and time stamp.		
189	BR18.1.0	State PMP User Application Management : Roles	State Administrator(s) will have the ability to include any available elements offered in the standard dashboard to State Users.	Existing functionality	Existing functionality
190	BR18.2.0	State PMP User Application Management : FAQs	Frequently Asked Questions (FAQs) shall be specific to State PMP User Application functionality provided by the Contractor. The State will write the FAQs and provide them to the Contractor or upload through a provided interface.	Existing functionality	Existing functionality
191	BR19.0.0	State PMP User Application Customer Support	State PMP User Application Users can report issues for the State PMP User Application that will be routed to the Contractor and will be able to include: a. Subject b. Way to choose category to indicate type of issue c. Text area to fully describe the issue	Existing functionality	Existing functionality
192	BR19.0.1	State PMP User Application Reporting: Customer Support	State Administrator(s) will receive a weekly report of all the issues reported, date reported and resolution when issue is resolved and date resolved, count of issues, count of issues opened and resolved. The weekly report will be shared with the State and the format will be mutually agreed upon by State and Contractor.	Enhancement	Existing functionality
193	BR19.0.2	State PMP Data Collection and User Applications Reporting Customer Support	State Administrator(s) will receive a weekly report detailing at a minimum the following elements of support issues submitted to the Helpdesk for the week prior for both State PMP Data Collection Application and State PMP User Application: • Created by • Subject • Type • View status (open, escalated, resolved) • Create date • Resolution date	Enhancement	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
194	BR20.0.0	State PMP User Application Summary Reporting Features	All State PMP User summary reports generated for State PMP registered User shall have the following features at a minimum: a. The data will be a rolling twenty-six (26) months b. Exportable to CSV, and PDF c. All fields shall be searchable, either individually or in conjunction with any other field	Enhancement	Existing functionality

195	BR20.1.0	State PMP User Application Reporting: Request History	Supervisors must be able to audit the request history of any combination of themselves and their Delegates.
			
			• Request History view will contain these data fields:
			    i. Patient first name
			    ii. Patient last name
			    iii. Requestor
			    iv. Supervisor of requestor if requestor is a Delegate
			    v. Date of birth
			• User will have ability to export to CSV and PDF
				Existing functionality	Existing functionality

196	BR20.1.1	State PMP User Application Reporting: Request History	Supervisors at any time may log into the State PMP User Application and view any reports generated by any Delegate or drug court judge in their district. TBI Supervisors will be able to view any reports generated by any TBI Delegates. When Supervisors are reviewing/auditing their Delegate's request there must be language on the screen used to view the list of reports generated regarding any suspicious request made must be reported to the State PMP Administrator by email or phone. Proactive notifications for Supervisors of drug court judges or law enforcement. Each week the Supervisors will receive an email to advise the Supervisor if any reports have been generated in their district or agency. This email will encourage them to audit weekly. Supervisors of law enforcement and drug courts must have the ability to audit Delegates at any time. The audit functionality must contain a feature where Supervisor has to acknowledge the	Enhancement	Enhancement

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			reports reviewed are appropriate.		
197	BR20.2.0	State PMP User Application Reporting: Prescriber Search Report	Prescriber must have the ability to run the report in the State PMP User Application to look at their own prescribing history or any combination that includes their prescribing Delegates. a. Prescriber would enter DEA number(s) and a time frame to run a report for self-reporting or would choose one or many of prescribing Delegates to include for Prescriber Supervisory report.	Existing functionality	Existing Functionality
198	BR20.2.0.1	State PMP User Application Reporting: Prescriber Search Report	Prescriber must have the functionality to generate a report and the minimum search fields available will be: a. Patient first name b. Patient last name c. Patient date of birth d. Patient street e. Patient city f. Patient state abbreviation (drop down) g. Patient zip The output of this report shall contain these data fields: a. Patient first name b. Patient last name c. Patient date of birth d. Patient street e. Patient city f. Patient state abbreviation g. Fill date h. Product strength i. Product form j. Quantity k. Days supplied l. Written date m. Prescription number n. New/refill code o. Pharmacy DEA number p. Payment classification	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			q. Pharmacy name r. Pharmacy street s. Pharmacy city t. Pharmacy state abbreviation (drop down) u. Pharmacy phone number • User will have ability to export to CSV and PDF		
199	BR20.3.0	State PMP User Application Reporting: State Administrator(s) User Reports	State Administrator(s) shall have the ability to access User activity information and listed is the minimum requirements: a. The search query criteria will allow for search by date range. b. The State Administrator(s) shall create a report and the report must be exportable to CSV and PDF c. Must have functionality to create a report that could be based on one or many request types; time frame; one or many Role types; one or many specialties; requestor, patient last name, patient first name, and patient date of birth. The State Administrator(s) will be able to choose minimum data elements or all data elements to create the report. d. The Contractor shall provide search capability to search prescriptions, patients, Prescribers and Dispensers by any combination (of all) fields available within the State Administrator(s) User reporting. e. Search for all Users in specific Role and Specialty and display information contained in the User profile in the output (only applicable to queries that utilize the User Profile information)	Partial Enhancement	Existing functionality
200	BR20.3.1	State PMP Data Collection Application Reporting: Admin User Reports	The system shall provide monitoring that each DEA Dispenser has submitted data on the required schedule, and for notifying both the Central Reporter/software vendor (where applicable), DEA Dispenser and State of any failure to submit. a. If DEA Dispenser has registered and reported to the State PMP Data Collection Application and then DEA Dispenser stops reporting according to the rules for that submitter as dictated by the State, the system must communicate to the Central	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			Reporter (where applicable) and DEA Dispenser that DEA Dispenser is delinquent. b. If the data is not corrected and returned by the State established deadline, a system report generated on DEA Dispensers who have failed to submit shall be accessible to the State. Report shall include at a minimum all fields necessary to positively identify the DEA Dispenser, location, contract information and if reported by Central Reporter on behalf of this DEA Dispenser.		
201	BR20.3.2	State PMP Data Collection Application Reporting: Admin User Reports	An automated report must be sent to the Central Reporter/software vendor (where applicable) and DEA Dispenser who has not reported dispensations in the last thirty (30) days after reporting a minimum of twice per month over the last three (3) months and audit will occur monthly by Contractor.	Enhancement	Enhancement

202	BR20.4.0	State PMP User Application Reporting: State Administrator(s) User Audit	State Administrator(s) must be able to audit all Users and their Delegates by Role and include the audit request history of Role and their direct or indirect Delegates if applicable.
			
			• Request History view will contain these data fields:
			    i. Patient first name
			    ii. Patient last name
			    iii. Requestor
			    iv. Supervisor of requestor if requestor is a Delegate
			    v. Date of birth
			• Ability to export to CSV and PDF
				Existing functionality	Existing functionality

203	BR20.5.0	State Reporting Tool (with access to State PMP Data Collection and User Applications Data)	The State Administrator(s) shall have the functionality to access a configurable ad-hoc reporting tool with the following functionality as examples
			    a. Improved compatibility with interstate data sharing hub to determine if Users are meeting State compliance requirements.
			    b. Report to identify Prescribers where data indicates a high MME
				Will address as change order once elements are known about law enforcement and drug courts	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Reporting: State Administrator(s) Ad-hoc	prescribing. c. Ability to receive a report to see who the Contractor has sent a communication indicating they are potentially delinquent in dispensing. d. Ability to create a report that states what ASAP version that each Dispenser is using for reporting.		
204	BR20.6.0	State Reporting Tool (with access to State PMP Data Collection and User Applications Data) Reporting: Admin Prescription Search by Patient	The State Administrator(s) shall have the functionality to generate prescription reports by patient and the minimum fields available will be: a. Patient first name b. Patient last name c. Date of birth d. Prescriber DEA number e. Dispenser DEA number f. Beginning timeframe g. Ending timeframe h. Date filled i. Date written j. Days' supply k. Ingredient l. Patient address (Street, City, State, Zip) m. Product n. Quantity o. Timeframe The search criteria must allow one or many of the fields above to be used Report output must contain the fields offered in search at a minimum	Existing functionality	Existing functionality
205	BR20.7.0	State Reporting Tool (with access to State PMP Data Collection and User Applications Data) Reporting:	The State Administrator(s) shall have the functionality to generate prescription reports by prescription using various data fields. State Administrator(s) must have the functionality to generate a report and the minimum fields available will be: a. Prescription number b. Dispenser DEA number c. Prescriber DEA number d. Date filled from	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Admin Prescription Search	e. Date filled to f. Dispenser name g. Patient last name h. Patient first name i. Patient middle name The search query criteria must allow one or many of the fields above to be used View the details of the prescription that are returned from the search Report output must contain the fields offered in search at a minimum a. NCPDP Provider number b. NPI number c. DEA number d. Dispenser name e. Contact last name f. Contact First name g. Chain site number h. Contact number i. Address1 j. Address 2 k. City l. State abbreviation m. Zip n. Or any other fields added in the ASAP format The search query criteria must allow one or many of the fields above to be used		
206	BR20.8.0	State Reporting Tool (State PMP User Application and Data Collection Application Data) Reporting: Admin Patient Search	The State Administrator(s) shall have the functionality to generate a patient report and the minimum fields available are listed below but the filters will be modifiable: a. Patient ID b. Date of birth c. Drug ingredients d. Patient first name e. Patient last name f. Patient middle name g. Gender h. Dispenser DEA number i. Dispenser status	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			j. Phone number		
			k. Prescriber DEA number		
			l. Practitioner Status		
			m. Product name		
			n. Patient state abbreviation (drop down)		
			o. Patient street		
			p. Timeframe		
			q. ID type		
			r. ID number		
			s. Issuing state		
			t. Species code		
			u. Location		
			v. Or any other field contained in the ASAP format		
			The search query criteria must allow one or many of the fields above to be used.		
			Report output must contain the fields offered in search and listed below at a minimum		
			a. Patient zip		
			b. Fill date		
			c. Product strength		
			d. Product form		
			e. Quantity		
			f. Days' supply		
			g. Prescriber first name		
			h. Prescriber last name		
			i. Prescriber street		
			j. Prescriber city		
			k. Prescriber state abbreviation		
			l. Prescriber zip		
			m. Prescriber phone		
			n. Written date		
			o. Prescription number		
			p. Daily MME		
			q. Indicator if prescription is active		
			r. Dispenser name		
			s. Dispenser street address		
			t. Dispenser city		
			u. Dispenser state abbreviation		

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			v. Dispenser zip w. Dispenser phone x. Payment classification		

207	BR20.9.0	State Reporting Tool (with access to State PMP User Application Data)
		
		Reporting: Admin Prescribing History Search
			The State Administrator(s) shall have the functionality to generate a Prescriber reports to view prescribing history in the State PMP User Application
			    a. Prescriber DEA number(s)
			    b. Search timeframe
			    c. Patient first name
			    d. Patient last name
			    e. Patient date of birth
			The search query criteria must allow one or many of the fields above to be used
			Report output must contain the fields offered in search plus those listed below at a minimum:
			    a. Patient street
			    b. Patient city
			    c. Patient state abbreviation
			    d. Patient zip
			    e. Fill date
			    f. Product strength
			    g. Product form
			    h. Quantity
			    i. Days supplied
			    j. Written date
			    k. Prescription number
			    l. New/refill code
			    m. Pharmacy DEA number
			    n. Payment classification
			    o. Pharmacy name
			    p. Pharmacy street
			    q. Pharmacy city
			    r. Pharmacy state abbreviation
			    s. Pharmacy zip
			    t. Pharmacy phone number
			• User will have ability to export to CSV and PDF
				Existing functionality	Existing functionality

208	BR20.10.0	State Reporting Tool (with	The State Administrator(s) shall have the functionality to generate a Prescriber reports to view prescribing history.	Existing functionality	Existing Functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		access to State PMP Data Collection and User Applications Data) Reporting: Admin Dispenser Prescription History Report	a. Dispenser DEA number b. Search timeframe c. Patient first name d. Patient last name e. Patient date of birth The search query criteria must allow one or many of the fields above to be used Report output must contain the fields offered in search plus those listed below at a minimum: a. Patient street b. Patient city c. Patient state abbreviation (drop down) d. Patient zip e. Fill date f. Product strength g. Product form h. Quantity i. Days supplied j. Written date k. Prescription number l. New/refill code m. Prescriber DEA number n. Payment classification o. Prescriber first name p. Prescriber last name q. Prescriber street r. Prescriber city s. Prescriber state abbreviation (drop down) t. Prescriber zip u. Prescriber phone number User will have ability to export to CSV and PDF		
209	BR20.10.1	State Reporting Tool (with access to State PMP Data Collection and User Applications	The State Administrator(s) shall have the functionality to generate a Prescriber detail report based on DEA number(s) and the minimum fields are listed but more fields may be available dependent on Contractor standard offering could include or exclude buprenorphine products for opioid use disorders. a. User will be able to choose any number of DEA numbers on which to run the report:	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Data) Reporting: Admin Prescriber Detail Report	1. DEA number(s) 2. Last name 3. Degree 4. License status 5. Prescriber NPI number 6. State license number 7. DEA Suffix 8. Prescriber last Name 9. Prescriber First Name 10. Prescriber Middle Name 11. Shall include the ability to choose from any field within the ASAP format as needed. The search query criteria must allow one or many of the fields above to be used. View and edit is needed for this information to allow edits of the DEA data in the Practitioner table. a. Prescriber first name b. Prescriber middle name c. Prescriber last name d. Mailing name e. Degree f. Status g. Dispensing flag (Y/N) h. Address i. Street j. City k. State abbreviation (drop down) l. Zip m. Phone number n. Email o. DEA number p. Licensed on q. Expiration The search query criteria must allow one or many of the fields above to be used.		
210	BR20.11.0	State Reporting Tool (with access to State PMP	The State Administrator(s) shall have the functionality to generate a pending registration report and the minimum search fields will be: a. First name	Existing functionality	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Data Collection and User Applications Data) Reporting: Registration	b. Middle name c. Last name d. Date of birth with ranges e. Organization f. DEA number g. Occupation h. Registration from i. Registration to j. Email address k. User Role The search query criteria must allow one or many of the fields above to be used. Report output must contain the fields offered in search at a minimum.		
211	BR20.11.1	State Reporting Tool (with access to State PMP Data Collection and User Applications Data) Reporting: Registration	The State Administrator(s) shall have the functionality to generate a report for either Approved or Denied registrants and the minimum fields available will be: a. First name b. Middle name c. Last name d. Date of birth with ranges e. Organization f. DEA number g. Occupation h. Registration from i. Registration to j. Approved or denied from k. Approved or denied to l. Email address m. User Role The search query criteria must allow one or many of fields above to be used Report Output must contain the fields offered in search at a minimum	Existing functionality	Existing functionality

212	BR20.12.0	State Reporting Tool (with access to State PMP Data Collection	The State Administrator(s) shall have functionality to identify Dispensers who have submitted Zero reports
			a. Minimum search fields are:
			    a. Dispenser name
			    b. Dispenser DEA number or
				Enhancement	Existing functionality

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application data) Reporting: Zero Reports	Dispenser license number c. Time frame The search query criteria must allow one or many of fields above to be used Report Output must contain the fields offered in search at a minimum.		
213	BR20.12.1	State Reporting Tool (with access to State PMP Data Collection and User Applications Data) Reporting: DEA Licensing	The State Administrator(s) shall have the functionality to generate a license/DEA report and the minimum fields available are listed but more fields may be available dependent on Contractor standard offering: a. Name b. City c. State abbreviation (drop down) d. DEA number e. License number f. Phone number g. License status/if "unknown flag" The search query criteria must allow one or many of the fields above to be used. Report Output must contain the fields offered in search at a minimum.	Existing functionality	Gap
214	BR20.13.0	State Reporting Tool (with access to State PMP Data Collection and User Applications data) Reporting: Dispenser	The State Administrator(s) shall have the functionality to generate Dispenser report (view only)and the minimum fields available are listed but more fields may be available dependent on Contractor standard offering a. Dispenser name b. Status (active , closed, revoked) c. Manager first name d. Manager last name e. Address (care of) f. Street g. City h. State abbreviation (drop down) i. Zip j. Phone number k. Email l. unknown flag m. DEA number n. DEA licensed on o. DEA expires on	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			p. Dispenser license number q. Reporting status of exempt or waiver r. Exempt or waiver issued on s. Exempt or waiver expiration date The search query criteria must allow one or many of the fields above to be used Report Output must contain the fields offered in search at a minimum		
214	BR20.13.1	State Reporting Tool (with access to State PMP Data Collection Application data) Reporting: Delinquent Dispenser	The State Administrator(s) shall have the functionality to generate a delinquent Dispenser report to identify delinquent Dispensers a. Dispenser must have reported into PMP at least two times b. Must be able to identify if a pharmacy, animal or human Dispenser Must have functionality to allow an export (.csv or excel) of delinquent Dispensers that can be used to send communication via an external messaging system. The State must have the ability to monitor Dispenser data submission compliance	Existing functionality	Gap
216	BR20.14.0	State Reporting Tool (with access to State PMP User Application Data) Reporting: Threshold Report	The State Administrator(s) shall have the functionality to view a report on CRIs and to choose one or multiple data elements in the search a. Patient last name b. Patient first name c. Patient date of birth d. Number of doses or MME if drug has an associated MME number of Dispensers e. Number of Prescribers f. Number of prescriptions g. Select to search if a patient has been identified and had the NAS warning appear on the report and the number of times it has occurred. h. Select to search if a patient has been identified as a TennCare pharmacy lock-in patient on a patient report and the number of times is has occurred.	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			i. Indicator to choose if the reports were ran because of a suspected overdose or poisoning or if the report ran did not have that indication. j. Benzodiazepine/Opioid combination k. Benzodiazepine/Opioid/Soma combination l. Report output must contain the fields offered in search plus fields listed below: Patient date of birth m. The numbers of reports ran, type and number of CRIs for that patient, n. Number and dates the suspected overdose or poisoning was selected.		

217	BR20.15.0	State Reporting Tool (with access to State PMP User Application Data) Reporting: Drug Summary	The State Administrator(s) shall have the functionality to generate a summary drug report that includes the following data fields:
			
			a. Ingredient
			
			b. Drug schedule
			
			c. Product/drug name
			
			d. Strength
			
			e. Date filled from
			
			f. Date filled to form
			
			g. Total
			
			h. MME
			
			i. Prescriber DEA number or Dispenser DEA number
			
			j. The search query criteria will allow for one or many of the fields above to be used
			
			k. Report Output must contain the fields offered in search plus the fields listed below:
			
			   1. Product name
			
			   2. Form
			
			   3. DEA schedule
			
			   4. Number of prescriptions
			
			   5. Number of doses
			
			   6. Total
			
			   7. Prescriber DEA number or
				Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			Dispenser DEA number if chosen or both.		

218	BR20.15.1	State Reporting Tool (with access to State PMP Data Collection Application data) Reporting: Drug Codes	The State Administrator(s) shall have the functionality to generate a drug code summary report to view any data that was reported by any Dispenser
			
			Minimum search fields available will be:
			  a. Product number
			  b. Product type
			  c. Product name
			  d. DEA Schedule
			  e. Strength
			  f. Form
			  g. Ingredient
			  h. Therapeutic class
			  i. Measure
			
			The search query criteria must allow one or many of the fields above to be used
			
			Report Output must contain the fields offered in search at a minimum
				Existing functionality	Gap

219	BR20.16.0	State Reporting Tool (with access to State PMP Data Collection Application data) Reporting: Dispenser Activity	The State Administrator(s) shall have the functionality to generate a Dispenser file activity report to view data that was reported by any Dispenser
			
			Minimum search fields available will be:
			  a. File type
			  b. File name
			  c. Upload start date
			  d. Upload end date
			  e. Upload type
			  f. Login
			  g. Email address
			  h. Users first name
			  i. Users last name
			
			The search query criteria must allow one or many of the fields above to be used.
			
			Report output must contain the fields offered in search at a minimum
			  a. File name
			  b. Date uploaded
			  c. Total records
			  d. Total uploaded
				Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			e. Duplicated		
			f. Outstanding		
			g. Uncorrected errors		
			h. Corrected errors		
			i. Status		
			b. Additional details		
			a. File name		
			b. Uploaded by		
			c. Uploaded on date		
			d. Status		
			e. Records in file		
			f. Records uploaded		
			g. Records rejected		
			h. Records deleted		
			i. Corrected errors		
			j. Outstanding errors		
			k. Total warnings		
			l. Ability to display warnings		
			m. Total duplicates		
220	BR20.17.0	State Reporting Tool (with access to State PMP User Application data) Reporting: User by Role or Specialty	The State Administrator(s) shall have the functionality to filter by Role/profession (such as medical doctor, APRN etc.) and by Specialty (such as Anesthesiologist/Internal Medicine) and by Sub-Specialty where applicable. This filtering process will show the State Administrator(s) how many Users are in each of the Roles, and then provide ability to filter Role by Specialty or Sub-Specialty where applicable. From within the report window, Users shall be able to select an individual record and perform edit functions on their User account	Existing functionality	Gap
221	BR20.17.1	State Reporting Tool (with access to State PMP Data Collection and User Applications data) Reporting: User Profile	The State Administrator(s) shall have the functionality to search User profiles using the following fields: a. User Login b. Organization c. Role d. Specialty or DEA Registrant e. Last name f. First name g. User license number h. User DEA number or organization	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			i. Email Address Once the list of Users is presented the State Administrator(s) will be able to select user profile and edit any field in the user profile. • User Profile data fields identified in the registration portion of the Business Requirements will be the output from this search.		
222	BR20.18.0	State Reporting Tool (with access to State PMP User and Data Collection Applications data) Reporting: Delegate Supervisor	The State Administrator(s) shall have the functionality to search for all Delegates (APRN/PA/licensed/unlicensed/law enforcement) associated with a Supervisor. The State Administrators shall have the functionality to search for all DEA Dispensers associated with a Central Reporter	Existing functionality	Existing Functionality

223	BR20.19.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Active Sessions Audit	The State Administrator(s) shall have the functionality to audit/view who is currently logged into the State PMP User Application (Active Sessions)
			
			a. Search fields:
			   1. Timeframe
			b. Report output must contain the fields offered in search plus fields listed below:
			   1. User Login
			   2. User First Name
			   3. User Last Name
			   4. Organization
			   5. Logged in (Date and time)
			   6. Last Active (Date and Time)
			   7. Last Page
			
			This allows the State Administrator(s) to monitor and research functionality issues
				Existing functionality	Gap

224	BR20.20.0	State Reporting Tool (with access to	The State Administrator(s) shall have the functionality to generate a request history report for requests by time period and the report would provide the number of requests per Role during	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		State PMP User Application data) Reporting: Request Activity Summary	that time period. The report will include the number of reports generated by State PMP Users and the number of reports generated by Users from other states' PMP for each individual state.		
225	BR.20.20.1	State Reporting Tool (with access to State PMP User Application data) Reporting: Request Activity Summary	The State Administrator(s) shall have the functionality to generate a request history report for Requests by time period. It shall provide a detailed report that would contain: a. Patient last name, b. Patient first name, c. Patient date of birth, d. Requesting state abbreviation, e. Requesting person last name, f. Requesting person first name, g. Requesting person login, h. Date range the requestor used when generating the report, and i. Date request was created.	Existing functionality	Gap
226	BR20.21.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Prescriptions by County	The State Administrator(s) shall have the functionality to generate reports based on prescriptions by county, MME by county and ability to group by Prescriber and Dispenser	Existing functionality	Gap
227	BR20.22.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Top X Reports	The State Administrators(s) shall have the functionality to generate reports based on top X Practitioner by MME with the ability to exclude certain types of drugs (e.g. drugs used in medicated assisted therapy) Top X Patients, Prescribers or Dispensers by NDC, class of drugs, buprenorphine product milligrams or therapeutic class or by FIPS codes	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
228	BR20.23.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Prescriptions	The State Administrator(s) shall have the functionality to generate reports based on prescription by: 1. Dispenser using Dispenser name or NPI/DEA number in conjunction with a start and end date. The report would contain: a. Patient first name b. Patient last name c. Prescription number d. Fill date e. Product f. Strength g. Form h. MME (if applicable to drug) 2. Prescriptions by Practitioner using Practitioner first name, Practitioner last name or DEA/NPI number in conjunction with a start and end date and MME if applicable to drug	Existing functionality	Existing Functionality
229	BR20.24.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Login Report	The State Administrator(s) shall have the functionality to generate reports based on audit trail of registered User logins to the State PMP User Application Criteria should include: 1. User last name 2. User first name 3. User login in conjunction with a start and end date 4. Login status (multiselect option to choose to see only one or multiple types of login status; e.g. valid login, locked, User license expired)	Existing functionality	Gap
230	BR20.25.0	State Reporting Tool (with access to State PMP User Application data) Reporting: User Compliance	The State Administrator(s) shall have the functionality to generate compliance reports on practitioner activity. Criteria should include: 1. State PMP User Application User does not log in (ability to set time range) Configurable option to include Supervisor's Delegates to ensure patient lookups performed by Delegates are identified and attributed to Supervisor. System shall automatically generate a report, on a monthly basis, with the day of report	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			generation set by the State, once report generated the system shall send email to the State Administrator(s) that the report is available for viewing. 1. Generate automated letters list that the State Administrator(s) review and select from the list who will receive letters generated from the System 2. New Letter needed for placement into the application for this functionality must be approved by State. 3. Reports shall be provided to the State monthly.		
231	BR20.25.1	State Reporting Tool (with access to State PMP User Application data) Reporting: User Compliance	The criteria for compliance reports on practitioner activity should include the following enhancement: 1. Option to filter benzodiazepines and opioids or combination with flexibility to add additional drugs in the future 2. Configurable field to add an additional criteria of number of prescriptions prescribed and refills count toward that variable.	Enhancement	Enhancement
232	BR20.26.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Supervisory Relationship Audit	The State Administrator(s) shall have the functionality to run Supervisory relationship report to identify Users in system who are part of a Supervisory relationship. The Contractor shall provide functionality to maintain all audit history of Supervisory relationships regardless of the number of times the relationship changes. The audit trail should contain which party invoked the change, date and time of the change and type of change. Must be able to run the report to identify the history of every Supervisor and Delegate relationship. Minimum search fields a. Supervisor, APRN, PA, Delegate or law enforcement b. First name (of any of item listed in a) c. Last name (of any of item listed in a)	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			d. Time frame Report Output must contain the fields offered in search plus fields listed below: a. Supervisory relationship status b. Type of relationship (APRN/PA/Delegate licensed/Delegate unlicensed/law enforcement) c. Role d. Date supervisory relationship became active e. Date supervisory relationship became inactive f. Date of change g. Type of change		
233	BR20.27.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Clinical Risk Indicator	The State Administrator(s) shall have the functionality to generate CRI reports to identify patients who received CRIs (any type of CRI that exist in the application) or Prescribers who had patients who were identified with a specified CRI Minimum search fields (can choose one or many) a. CRI Type (choose one, multiple or all types to generate) b. Time frame c. Patient first name d. Patient last name e. Patient date of birth f. Prescriber first name g. Prescriber last name h. Prescriber DEA number i. Dispenser Name if entity or Dispenser first name and Dispenser last name if Prescribing Dispenser j. Dispenser DEA number Report Output must contain the fields offered in search plus fields listed below: a. Date CRI was generated b. Value of CRI if applicable	Existing functionality	Gap
234	BR20.28.0	State Reporting Tool (with access to State PMP	The State Administrator(s) shall have the functionality to generate State PMP registered User reports to identify Users who have been provided manual override by a State Administrator(s).	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		User Application data) Reporting: Manual Override	Minimum search fields a. Time frame Report Output must contain the fields offered in search plus fields listed below: a. User Login b. User first name c. User last name d. Expiration date e. Override reason		
235	BR20.29.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Clinical Risk Indicator Dashboard	The State Administrator(s) shall have the functionality to generate CRI Dashboard reports to identify Users who received CRIs on dashboard and determine if CRI status (read/unread) Minimum search fields a. Time frame b. CRI notification category c. Role Report output must contain the fields offered in search plus fields listed below: a. Patient first name b. Patient last name c. Patient date of birth d. CRI Value e. Date CRI generated f. Prescriber first name g. Prescriber last name h. Role i. Status (viewed or now) State PMP User Application Administrator(s) shall have the ability to generate an internal message to selected Users to encourage User to view reports on potential at risk patients	Existing functionality	Gap
236	BR20.30.0	State Reporting Tool (with access to State PMP User Application data) Reporting: Excessive Lookup	The State Administrator(s) shall have the functionality to generate excessive patient lookup reports and the report will be configurable by State. The Contractor shall create functionality that if a Delegate or a Supervisor looks up a configurable number of patients the User's account will be automatically deactivated, and a notice will be sent to the State Administrator(s) that contains the name of the registered User who performed the lookups. The State Administrator(s) can then	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			access the State PMP User Application to determine the name of the patient(s) that was looked up and the date and time the look ups were performed The Contractor shall create the functionality to identify when a patient is looked up by a configurable number of registers Users or from PMPi searches to send the State an alert. The alert will display the name of the patient who was looked up, the name of the registered User(s) or PMPi identification reference(s) who performed the look up and the date and time the look up was performed.		
237	BR20.31.0	State Reporting Tool (with access to State PMP Data Collection Application data) Reporting: Dispensation Record Error/Warning	State Administrator(s) shall be able to run a report to determine what records submitted to the State PMP Data Collection Application contain errors or warnings. a. Report must contain identifying information of the Dispenser, type of flag, date record was flagged, and date record revised and flag removed if reconciliation has occurred b. When data doesn't validate against this criteria it will be flagged and made available in error reports both to the Dispenser and in the data extract and report submitted to the State (data would be viewable in the User interface).	Will handle with a change order	Gap
238	BR20.31.0 .1	State Reporting Tool (with access to State PMP Data Collection Application data) Reporting: Error/Warning by DEA Number	State Administrator(s) shall be able to run a report by Dispenser DEA number to identify the number of errors or warnings associated with that DEA number. The functionality must include the ability to choose a timeframe for the report.	Partial Enhancement	Gap
239	BR20.32.0	State Reporting Tool (with access to State PMP Data Collection	This State PMP Data Collection Application file processing report shall include a metric which calculates the percentage of prescriptions submitted, but not processed within twenty-four (24) hours, as a percentage of total prescriptions in the month. If files not processed report should indicate if file	Enhancement	Enhancement

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application data) Reporting: Prescription Processing Report	or record contains errors/warnings.		
240	BR20.33.0	State Reporting Tool (with access to State PMP User Application Data) Reporting: State Administrator(s) Ad-hoc Law Enforcement and Drug Courts	State Administrator(s) shall have ad-hoc report capability to audit all data regarding law enforcement and drug court registrations and requests.	Enhancement	Enhancement
241	BR20.33.1	State Reporting Tool (with access to State PMP User Application Data) Reporting: State Administrator(s) Ad-hoc Law Enforcement and Drug Courts	State requires the ability to generate a report to identify all requests generated in a time period by one or many User Roles in the law enforcement or drug courts. a. The summary Report Output would at a minimum contain the search criteria used to generate the report, registered User who generated the request, and date report initiated, date report generated. b. The detailed report would have all the fields used to generate the report, registered User who generated the report, Supervisor who approved report if applicable, date report initiated, date report generated. c. Supervisor audit report would contain all the search criteria used to generate the report, registered User who generated the report, Supervisor who approved report if applicable, date report initiated, date report generated and if Supervisor has done required audit.	Enhancement	Enhancement
242	BR21.0.0	State PMP User	Registered Prescribers shall have access to a User dashboard with a list of patients with CRIs. Registered Prescribers shall have access to a user	Existing functionality	Gap

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
		Application Prescriber Dashboard	dashboard with a list of patients with Clinical Risk Indicators. The following list are items that shall appear in the State PMP User Application Dashboard for the User: a. Information viewed in the dashboard would provide link to version of the report within the application, PDF or create a new report on the patient identified as have the CRI b. Provide type of CRI notification: Morphine Milligram Equivalents (MME), Multiple Providers, Multiple Pharmacies, Benzodiazepine/Opioid Combo or Benzodiazepine/Opioid Combo plus Soma, Buprenorphine milligrams or TennCare pharmacy lock-in c. State would determine the refresh interval at which the dashboard would contain new information displayed on the home/dashboard page. d. Clinical notification email would occur when new information is placed on the User dashboard. The email notification would be received by the User's Delegate or both if preference chosen by Supervisor. e. Delegate chosen by Supervisor to receive clinical notification email would also create the trigger to populate any CRIs for that Supervisor also on the Delegate's home/dashboard page f. The State would create the text that will be used on the email notification. Currently any changes to these communications are provided to the State without cost. The Contractor will continue to provide this service, without cost, or will provide the State with a secure web portal to make the changes without the Contractor's		

no	ID	Applications/ Group	Definition		Current Platform Strategy	Migration Strategy
				assistance.		
			g.	Frequency of clinical email notification generation shall be configurable and the interval for the communication to the Users shall also be configurable		
			h.	CRIs will be different colors and have different graphics based on definitions defined by State to represent MME, Multiple Dispensers, Multiple Prescribers, Benzodiazepine/Opioid Combo or Benzodiazepine/Opioid Combo plus Soma, Buprenorphine milligrams and TennCare pharmacy lock-in		
			i.	The State and Contractor will determine rules that define what action occurs if a prescription is attributed to wrong DEA number and then revision occurs and that prescription recipient was included in a CRI		
			j.	State and Contractor will determine rules to ensure that tracking occurs when a CRI notification is opened by a specific User on a specific patient		
			k.	State and Contractor would determine rules/criteria regarding when the patient would appear again on that specific Users' dashboard		
			l.	CRI notification for MME will be generated based on patient's prescription data in the application using the CDC MME logic or as directed by the State.		
			m.	Text associated with any descriptions of CRI notifications will be determined by the State		
			n.	Clinical notification for multiple Prescribers and Dispensers		
				1. X number of Prescribers, X number of MMEs, X of Dispensers in a designated time period of thirty (30), sixty (60),		

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy
			ninety (90), one hundred eighty (180), or three hundred sixty-five (365) days. (Need the X's to be variables as there will be a need to change them based on findings from State epidemiologist(s)). Currently changes to the configuration are provided to the State without cost. The Contractor shall continue to provide this service, without cost, or shall provide the State with a secure web portal to make the configuration changes without the Contractor's assistance. 2. State will set hierarchy of CRIs o. The Contractor shall provide the functionality for a User to generate a CRI notification report on a specific pre-determined CRI and from that list choose the patient to generate a current patient report or export list (csv or excel) from application in a format to submit a bulk patient request t to the application p. CRI notifications displayed on dashboard shall allow the practitioner to select a specific patient and view information about that patient, this action which would prevent this patient from appearing on that User's dashboard again for that same CRI threshold until that threshold is exceeded. The Contractor will refresh clinical notifications weekly.		
243	BR22.0.0	State Reporting	State PMP User Roles specified in the State PMP User Application configuration by State	Enhancement	Enhancement

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy

		Tool (with access to State PMP User Application data) Prescriber Report	Administrator(s) shall have access to a Prescriber report. Following are the minimum requirements but State would have opportunity to include/exclude any Contractor enhancements offered by the Contractor.
			
			The timeframe for the report shall be the previous six (6) months of data and have an interface to view previous reports within the CSMD.
			
			Prescribers who have multiple DEA numbers shall be grouped and offer individual reports as well as a consolidated report of all DEA numbers provided.
			
			The Prescriber report card shall include:
			1. Name of Prescriber
			2. Dates covered in the report
			3. Date generated
			4. Role
			5. Specialty
			6. DEA number(s)
			7. Number of Prescribers patients receiving opioids (monthly average)
			8. Number of prescriptions Prescriber wrote for opioids (monthly average)
			
			9. Prescriptions by MME (full report period) broken into: 0 to 50; 51-90; 91-200 and greater than 200
			   a. Contractor shall use CDC MME Conversion table or as directed by the State.
			
			10. Opioid Treatment Duration by percentage of patients based on full reporting period: less than 7; 7 to 28; 29 to 90; and greater than 90 days.
			   • Contractor shall use CDC recommended guidelines or as directed by the State.
			11. Prescription volumes (total MME monthly average) by products containing oxycodone, hydrocodone and all other opioids
			12. Anxiolytic/Sedative/Hypnotic Prescribing (monthly average number of prescriptions and dosage units)		

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy

			• Each of the categories above will contain these three (3) numbers
			  i. Prescriber
			  ii. Number within Prescriber Specialty (same Specialty as Prescriber)
			  iii. Number within similar Prescriber Role (same Role + same Specialty of Prescriber)
			13. Top three (3) medications prescribed (full report period)
			14. PMP usage (monthly average)
			• PMP requests by Prescriber
			• PMP requests by Delegates
			• Specialty field average number of requests
			• Similar Prescriber number of requests
			15. Patient exceeding multiple provider thresholds (full report period). State to set threshold numbers used for report
			• Patient exceeding multiple Prescriber threshold
			• Patients exceeding multiple Dispenser threshold
			16. CRI
			
			• The State desires to include a section to identify the Prescriber ranking based on number of CRIs compared to those in same Role and Role + Specialty
			• CRIs metrics included in the Prescriber report will include the following CRIs. Additional CRIs added to the system may be included in the Prescriber reports via a Change Order.
			  i. Multiple Providers
			  ii. Multiple Pharmacies
			  iii. MMEs
			  iv. Combo prescriptions for Benzodiazepine/Opioid
			  v. Combo		

no	ID	Applications/ Group	Definition	Current Platform Strategy	Migration Strategy

			Benzodiazepine/Opioid/Ca risoprodol
			17. Dangerous Combination Therapy
			• Combo prescriptions for opioid/Benzodiazepine in same month
			• Combo prescriptions for Benzodiazepine/Opioid Combo plus Carisoprodol in same month
			   i. Both dangerous combination therapies
			      1. Prescriber
			      2. Prescriber plus other Prescribers		

3.2 Operational Requirements

State will request the Contractor for any portal changes/configurations and Contractor shall make the changes within twenty-four (24) hours or within a timeframe that is mutually agreeable for the Contractor and the State.

Support

Appriss Customer Support Services

This section outlines the expectation for Appriss support for State PMP Data Collection and User Applications and shall apply to current use and to corresponding applications in the event of migration.

a. Contractor shall provide customer support services to all Users for all purchased products and services to the State for the term of the contract via a customer support toll-free number provided by the Contractor that is staffed twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24x7x365) only if migration occurs; otherwise the hours are Monday through Friday from 8 AM EST to 8 PM EST.

b. The Contractor's Helpdesk will target the following service level metrics:
   • Calls will be answered in fewer than ninety (90) seconds from when the call is received
   • At least ninety percent (90%) of calls will be successfully resolved or escalated on the caller's initial attempt
   • Fewer than five percent (5%) of monthly calls will be abandoned by the caller

c. Contractor shall provide a unique identifier for each support issue and resolution or group of related issues to ensure the Contractor and the State communicate efficiently regarding support issues.

d. Contractor shall handle all technical related calls including but not limited to:

   a. Password resets

   b. System availability or functionality issues (Help desk resources should have appropriate contact in the event validations need to be turned off. Refer to 3.2.1.1 (m) in which State allows Contractor to do this during non-business hours.)

   c. General technical registration questions

   d. Assist Users with the following:

      i. Changes to User profiles

      ii. Technical guidance and support related to generating patient reports, electronic or manual submission of prescription data

      iii. Changes to any field in the User profile to keep appropriate communication contact information in the User profile.

e. All calls related to State statutes, rules, and policies shall be routed to the State Administrator(s). During State business hours, these calls will be transferred to the State Administrator(s) automatically. Outside of State business hours, the Contractor Helpdesk shall inform the User of email and phone number for the State Administrator(s) to send email or leave a voicemail.

f. Contractor shall correct all service errors in accordance with Addendum 2 including providing defect repair, programming corrections and remedial programming. The Contractor shall correct all service errors and respond to and resolve all support requests in accordance with the required times and other terms and conditions set forth in Addendum 2.

g. The Contractor shall provide online documentation that will provide assistance for the User to understand the functionality of the applications.

h. Contractor shall conduct weekly calls with the State's PMP Director or Delegate(s) to discuss current issues and progress of issues to resolution. At least weekly, a report of sufficient detail to understand any issues and any resolutions shall be provided to the State on all customer support services related calls/emails including how many were resolved and how many were sent to State for resolution that did not involve specific statutory questions

i. Contractor shall continuously monitor and manage the applications and operating environment to optimize availability that meets or exceeds the availability requirement as listed in this Contract. This monitoring includes, but is not limited to the following:

   a. Proactively monitor on a twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24x7x365) basis, all products and services that are used by the State related to this contract, including but not limited to, the applications, servers, databases, firewalls and other components.

   b. If such monitoring identifies, or the Contractor otherwise becomes aware of any threat to the availability or functionality of the system, the Contractor shall take all necessary and reasonable remedial measures to promptly eliminate such threat and ensure full availability and functionality.

j. Contractor shall immediately verify and correct all reported availability issues upon notification from the State or any other source.

k. Contractor shall notify the State's PMP Director and State identified resource(s) via email and phone call whenever the system becomes unavailable and provide the trouble ticket number, the issue, time the system became unavailable, expected time of resolution, and any work around being formulated or implemented. If necessary, the Contractor shall contact the internet service provider and any sub-Contractor(s) that may need to be involved in the resolution process. The Contractor, when technically possible, will post a redirect page with a message to alert Users the system is down and Contractor and State are actively working to resolve.

l. Contractor shall notify the State when the issue has been fully corrected and the system is fully available, along with any pertinent findings (root cause) or action taken to close the trouble ticket.

m. The State will permit the Contractor to turn off login validations when an issue with validations prevents State Users from logging in during non-business hours.

n. The State will permit the Contractor to change email addresses in the User profiles when the last four of a Social Security Number, DOB and First and Last Name is used to identify the registered User when the registered User needs assistance in resetting a password but cannot receive the reset link due to an invalid email address in the applications.

o. Contractor shall notify the State's PMP Director and State identified resource(s) immediately via email and phone when validations were turned off so the issues can be resolved by the State and the Contractor on the next business day.

p. The Contractor shall provide the State with service level reports on a quarterly basis. The service level reports shall provide the category and types of issues, status of each issue (open/closed), time issue reported, severity level, description, acknowledgement time, and resolution time for each incident logged during the reporting period. The reports shall also show actual service level performance as compared to Service level goals based on required response times in Addendum 2.

q. Contractor shall provide two (2) alarm monitors to support the professional license and driver's license integrations:

r. A monitor that pings the professional license and driver's license web service at a frequency mutually determined by the Contractor and State that will alarm when a connection cannot be made, indicating that the web service is down.

s. A monitor of login transactions to the State PMP User Application that will alarm if the percentage of errors exceeds a threshold mutually determined by the Contractor and State, indicating that a web service is down or degraded.

    t.   If either alarm monitor is triggered, the driver's license and professional licensing integrations will automatically be disabled and logins will be permitted; a notification will be sent to the Contractor and State.

Support Documentation

The Contractor shall provide at no additional cost to the State, at the beginning of the Contract or prior to any changes in the applications, the following documentation for both State PMP Data Collection and User Applications:

    a.   In-system tutorials. The guide tutorials shall provide a reference for casual or infrequent Users that will enable them to quickly access major functions of the system without having to refer to the User Manual.

    b.   Administrative/Operations Manual. This manual shall provide complete information and instructions in the technical operation, maintenance, and administration of the system.

    c.   User Manual shall provide in-depth descriptions and instructions for use of the system functionality for end Users. The User Manual must address the view of the system required by the State information systems and analytics teams. It must cover all facets of system function and operations, including, but not limited to:

        i.   complete instructions for use of the system

        ii.   system usage scenarios based on real examples drawn for day-to-day usage of typical Users fully describing and explaining features and operation of the system

        iii.   How input data are stored and related between system records or tables

        iv.   Error messages, including a definition and error correction procedures

        v.   processes for entering data and data validation

        vi.   screen layouts and the relations between fields and tables or other system organization showing how fields relate to stored data

The Contractor shall provide at no additional cost to the State, at the beginning of the Contract or prior to any changes in the applications used by the State's Administrator(s) to generate reports on State PMP Data Collection or User Applications data.

State Identified Issue Support

A testing environment will be set up by the Contractor that allows for testing as well as a UAT environment for the State User Acceptance Testing. The changes will be tested by the Contractor and the State. The State must confirm application working as desired before any code is moved to Production.

    a.   State Release Management Services (RMS) Team will test in the Test Environment only. Results will be logged by RMS and reported to the State identified resource who will communicate with Contractor and State PMP Director.

    b.   Issues found during State User acceptance testing will be logged and reported to the State identified resource who will communicate with Contractor and State PMP Director. The Contractor will resolve and notify the State when issue resolved by Contractor and ready for State to perform user acceptance testing again. Additional testing rounds may be needed.

    c.   State UAT will be performed and signed off by the State when the issues have been resolved and test case criteria has been met

    d.   A Ticket System shall be used when issues are identified by the State and will be logged into the Contractor ticket system and ticket number will be provided to the State within twenty-four (24) hours of ticket creation

    e.   The tickets status will be reported back to the State weekly will include at least the following information

- Issue

- Date reported

- Status

- Estimated Resolution Date

- Date resolved

- Resolution

Support Communication

This section outlines the expectation for Contractor communications.

a. The Contractor shall provide to State an email list that includes the following information at the start of the contract and at least quarterly or whenever changes are made to the Contractor organization. The list will include the point of contact for client relationship manager, technical issues, account issues, billing, and other issues.

- Name

- Email address

- Phone number

- Work hours

b. The Contractor shall provide a designated point of contact who will communicate to the State PMP team any events. In addition, this point of contact shall be the individual the State will contact in the event the team needs to report a nonfunctioning application and a backup contact shall be identified by the Contractor for urgent support needs.

c. The point of contact information will be emailed to the State Administrator(s), Director of the State PMP and other resources as identified by the Director of the State PMP

Migration Plan

The elements listed below are minimum requirements. Should the state decide to migrate to new applications, a comprehensive Migration Plan will be developed in accordance with Section E.3. of the Contract.

The migration will be contingent on gaps in functionality being complete prior to migration. State requires timelines for development of all gaps identified in the Business Requirements Document.

The State will perform an analysis to determine which elements from the existing State PMP User Application are necessary to migrate to the new platform. The Contractor shall migrate these elements and provide documentation detailing the mapping between the existing State PMP platform and the new platform. The State will use this documentation to validate the elements are correctly migrated before the new platform shall be put into Production.

The Contractor shall provide a comprehensive, detailed migration plan, including scripts and a validation plan. The migration plan must be approved by the State.

Contractor shall develop a process to prevent duplicates accounts from being created when migration occurs which must be approved by the State, for example a process for State PMP User Application Users to log in the new application using their current username and password. At that time the new application will ask them to provide the email address the User would like to make their User login for the new application. At that time the State PMP User Application User will select a new password. The application will prompt User to enter any missing information from their User profile that is required by the State.

Contractor shall provide the State's information systems team with onsite technical support as required during migration, implementation and production of the new applications for State PMP Data Collection and User Applications and databases. Contractor shall provide daily rate for onsite personnel to assist with migration. Payment to Contractor will be based on the actual days personnel required onsite. The training and support cost and timeline will be included in the migration plan. Onsite personnel will be needed until the State determines the applications are stable.

NEW REGISTRATION for NEW COLLECTION of DATA SUBMISSIONS

The elements listed below are minimum requirements. Should the state decide to migrate to new applications, a comprehensive Migration Plan will be developed in accordance with Section E.3. of the Contract.

Collection of data from Dispensers will require that all Dispensers register with the new application before the scheduled time to migrate to the new application that will be used for Dispensers to submit data.

1. Contractor shall provide to the State all DEA Dispenser information of Dispensers who have submitted at least once in the prior eighteen (18) months. The information from Contractor shall provide all the necessary information needed to send a letter via USPS by the State

2. Contractor and State will draft the letter to send to Dispensers outlining all the required information needed to register in the new State PMP Data Collection Application and provide the new URL for Dispenser to complete the registration

3. Contractor will provide a weekly report on number of Dispensers registered in the new application to inform the go/no go decision of launching the new State PMP Data Collection Application. The report shall include Dispenser identifying information so comparison can be made by State to list provided by Contractor for mailing.

STATE PMP USER APPLICATION USER PROFILE DATA MIGRATION

The elements listed below are minimum requirements. Should the state decide to migrate to new applications, a comprehensive Migration Plan will be developed in accordance with Section E.3. of the Contract.

1. All data currently contained in the State PMP User Application associated with the User profile shall be migrated to the new State PMP User Application. This includes all contact information, locations, Supervisor relationships and Delegate relationships. Note that the history of the User approval and history of Supervisory relationships must be included. All notes associated with User profiles must be migrated.

2. The migration of User profiles will only include active accounts. Access to the inactive accounts will be made available through the Contractor's current reporting tool provided to State for generation of reports on State data.

3. The table(s) containing information on pharmacies/Dispensers and the table(s) containing information on Prescribers in the current application would be analyzed and only the DEA numbers and associated information would be migrated into the new application if a prescription in the State PMP User Application that is migrated is associated to the DEA number of the Prescriber or Dispenser in those tables. All remaining information would be archived and available to State from the Contractor reporting tool.

CLINICAL NOTIFICATION HISTORY MIGRATION

The elements listed below are minimum requirements. Should the state decide to migrate to new applications, a comprehensive Migration Plan will be developed in accordance with Section E.3. of the Contract.

When the migration occurs, the previous five (5) weeks of clinical notification history shall be migrated to the new application.

System Availability

The State PMP Data Collection and State PMP User Applications shall be available and performing all services at least 99.9% of the year, except for scheduled maintenance. Availability means the application is accessible and operable by State and registrants over the internet in material conformity with the specifications. The application is not considered available in the event of a material performance degradation or inoperability of the application, in whole or in part.

General Performance

The State PMP Data Collection Application database must permit unlimited Users to upload or manually submit dispensation data at the same time without interruption or time out errors. The State PMP User Application must allow unlimited Users to be on the application/system at the same time to perform functionality without interruption or time out errors.

Functionality of the State PMP Data Collection Application and the State PMP User Application in addition to any reporting tools provided by the Contractor shall perform without internal exception errors or time out errors. If any of these errors occur when a State Administrator(s) is running reports the Contractor shall resolve the issue(s) within five (5) business days or find alternative methods to provide the requested reports to the State.

Software Maintenance

Software Maintenance and Upgrades

Contractor shall provide all necessary software maintenance and upgrades including bug fixes, repairs, modifications, enhancements, new releases, new versions and other improvements for the software which are made generally available to its customers at no cost, at no additional charge to the state.

The Contractor shall provide the State four environments Test, UAT, Training and Production. The Test Environment shall have duplicate functionality to the Production Environment, available via a secure web connection, for the State to perform UAT initially of migration from current State PMP User Application to Contractor's new offering of State PMP User Application. All four environments provided to the State shall be on the same version of the database software.

Test will be used by State RMS to test migration, maintenance and upgrade changes before pushing to State UAT where the business will test.

The Contractor shall communicate all scheduled maintenance to the State at least thirty (30) days before code is moved into the Test Environment. Communication shall be sent via email to the State's contact as outlined in the Communication and Contacts section of this Contract. The email shall include the area(s) that will be affected and expected length of downtime.

Upgrades developed at the State's request may be validated by State personnel in the Contractor provided test and UAT environments at the State's discretion. The State will provide feedback to the Contractor's email notification of maintenance and upgrade(s) to be placed in the State's Test Environment within ten (10) days of email notification receipt to inform the Contractor if the State will test the listed maintenance or upgrade(s). Those items tested by State personnel must be accepted and approved by the State, prior to implementing changes to the State's Production Environment.

The Contractor shall provide release notes for all maintenance and upgrades within ten (10) business days in advance of releasing to Production but no later than two (2) business days prior to release into Production by the Contractor. Release notes must describe, in a user-friendly manner, the corrections, changes, or enhancements of each update or upgrade. . The release document must provide at a minimum.

1.1.1.   Release date

1.1.2.   New Features: Describe any new features

1.1.3.   Enhancements: Describe enhancements to existing functionality

1.1.4.   Bug Fixes: Describe fixes to currently existing features

1.1.5.   Known Issues

The Contractor shall provide a Point-of-Contact (POC) to resolve any issues for the immediate forty-eight (48) hours after maintenance releases or upgrades have been implemented into the Production Environment.

The Contractor shall provide a Point of Contact (POC) to resolve any migration issues after State migrates to new State PMP Data Collection and User Applications.

The Contractor shall correct all service errors related to all maintenance releases or upgrades and respond to and resolve all support requests in accordance with the required times and other terms and conditions set forth in the support section of this document and as described in Addendum 2

If two or more Priority Level 1 service errors occur (as defined in Addendum 2 within a thirty (30) day period after the release of any maintenance or upgrade, the Contractor shall promptly investigate the root causes of the service error(s) and provide a detailed report and corrective action plan to the State within five (5) business days. The corrective action plan must include, but is not limited to, the following: issue, root cause, plan of resolution, and estimated time to accomplish (ETA). There will be no additional charge to the State for error resolution.

At no additional cost to the State, the Contractor shall ensure that any new version of the software provided to the State shall contain any and all modifications and enhancements that were developed for the State.

Third Party Software and Databases

Both the actual database software and the database structure:

1. The Contractor shall ensure that the State's software environment, including Contractor provided software, operating systems, databases, and all other third party software, always runs at stable, supported, and secure software release levels, contingent upon:

    o   Compatibility with the existing hosting infrastructure

    o   Compatibility with existing State content, applications, and third party software

    o   State approval to implement into the Test, UAT and Production Environments.

2. The Contractor shall perform routine database maintenance as needed to maintain optimum database performance. Maintenance includes applying vendor/publisher/manufacturer released patches, updates, upgrades and any other tasks to enhance the databases.

3. The Contractor shall apply all patches for critical vulnerabilities for Contractor provided software, operating systems, databases, and all other third party software as they are released by the vendor/publisher/manufacturer within thirty (30) calendar days after release.

Constraints

All changes to any IP address that will impact any of the State's applications covered under this Contract shall be communicated via email from Contractor to State no later than forty-five (45) days prior to the change being placed in Production. In addition, Contractor shall communicate electronically with all State data submitters of any IP address changes that would impact the ability to submit data.

Project Milestones

1. The Contractor and State will identify and assemble a team of key stakeholders and program sponsors, which shall minimally include project managers and analyst resources from both Contractor and the State. This group of identified individuals shall form a steering committee to guide, track, and monitor all aspects of this project.

2. The State will present the overall goals of the program and the parties shall develop key performance indicators (KPIs) for the current application and project milestones for gaps, enhancements, and all migrations.

3. The Contractor shall conduct a detailed review of the project plan, work breakdown structure, testing plan, and include time for user acceptance testing by State and key milestones. Both the State and the Contractor shall ensure dedicated resources are available to accomplish all project milestones.

5.1 Training

The Contractor shall provide onsite training on all applications to the State. The training shall be conducted at least ten (10) days before the applications are launched. The Contractor shall also provide onsite training and support until application is stable.

All Manuals for training must be specific to the State and specific cases tailored to the State.

5.2 Gateway

Contractor shall not use State information in the Gateway system, unless otherwise given written approval by the State.

5.3 Data Usage

No data collected for the State by the Contractor can be shared or released or used by the Contractor for data analytics without the prior express written permission of the State Commissioner of Health.

5.4 Data Transmission

The Contractor shall send data to the State at least daily and have logging in place to verify file sent successfully.

The contractor shall establish a process to alert the State when transmission of log files to the State have failed in the current process. The process shall be documented and provided to the State.

The elements listed below are minimum requirements. Should the state decide to migrate to new applications, a comprehensive migration plan will be developed in accordance with Section E.3. of the Contract.

The State will have full read access to the State PMP User Production database with full extract capabilities.

The Contractor shall provide full access to the State the Prescriber Consolidation ID that the Contractor creates and stores in the database that identifies grouped patients.

The Contractor shall provide full access to the State the field(s) that identifies any Prescribers with multiple DEA numbers who have a Prescriber Consolidation ID.

5.5 Data Dictionary

These elements listed below are minimum requirements and additional detailing will occur in accordance to Section E.3.

The Contractor shall provide to the State an up to date data dictionary, relevant mapping documentation and documentation for the associated metadata for the State PMP, State PMP Data Collection Application with every application or system update. Changes to the data dictionary should be communicated to the State within twenty-four (24) hours of making the change. The data dictionary shall include the following information at a minimum:

- Referential integrity

- All columns of all the tables of the database

- Data type

- Null values

- Description- if abbreviated make it clear and should include value sets

- Database constraints

- Key constraints (foreign and primary)

- Indexes

- Default constraint

- Ordinal position

5.6 Mapping for Data Migration

The elements listed below are minimum requirements. Should the State decide to migrate to new applications, a comprehensive Migration Plan will be developed in accordance with Section E.3. of the Contract.

For the purposes of data migration and mapping data from the old State PMP database to the new Contractor State PMP database, the following information is required:

Identification of what field in the old State PMP database is mapped to aa field in the new Contractor State PMP database and any data translations that are applied

5.7   Database Access

Contractor shall continue the log shipping process to the State to ensure that State's reporting database is kept in sync with the Production database maintained by the Contractor.

The Contractor shall provide the State a comprehensive Entity Relationship Diagram (ERD) of State PMP database. The Contractor shall support indexing requests by the State on this database within three business days at no additional charge.

The State shall have access to **all** data collected by the Contractor for the State at all times.

The elements listed below are minimum requirements. Should the state decide to migrate to new applications, a comprehensive Migration Plan will be developed in accordance with Section E.3. of the Contract.

- The Contractor shall provide a database containing all State PMP User Application Production data which is relationally modelled in third normal form and enforces data integrity through database constraints.

- The State shall be granted full read access to this database and it shall be accessible by the State 99.9% of the time. The database must be updated at least daily.

- The Contractor shall provide the State with read access to the entire State PMP database, with the ability to pull data out of the system at any time. The Contractor shall provide consultation and support as needed to ensure access to the data.

- The Contractor shall provide the ability to extract the data that State needs from the State PMP database. If the tools provided by the Contractor do not meet the needs of the State then the Contractor shall provide options to extract the data or provide the necessary data in an agreeable format within twenty-four (24) hours, at no additional cost to a target location and format that is acceptable by the State.

- Contractor shall create a separate, correctly modeled (in third normal form), reporting database for State to access for operational audits and to perform public health analytics when migration occurs.

█   Addendums

6.1   Addendum 1: Zero Report Requirements

Zero Report

If a Dispenser does not dispense any schedule II-V prescriptions during a reporting period, a "zero" report shall be submitted. The term "zero" refers to the number of prescriptions dispensed during that reporting period. Please reference the State PMP Data Collection Application manual or the asap.net specification for additional details

6.2   ADDENDUM 2: SERVICE LEVEL STANDARDS FOR SUPPORT

Priority Level	Description	Response Time* Target (Business Hours from creation of service ticket by the Helpdesk

1	The State PMP User Application or the State PMP Data Collection Application is non-operational or Users cannot access the system, or the functionality is significantly decreased or back up or other security of data can no longer be performed. The defect affects mission critical functions or information in the Production Environment and may include, but not be limited to, data loss or corruption, system crash or missing major functionality. This may include any defect related to system availability, overall data integrity, or ability to serve the User.	1
2	The State PMP User Application or the State PMP Data Collection Application is operational with functional limitations or restrictions but there is minimal business impact. Under a Priority 2, the defect will have a large impact on the functionality of the application, but does not require immediate release into the Production Environment. This defect allows continued use of the application, but there is a known compatibility or operability disruptions with no known User acceptable work-around or missing minor functionality.	2
3	The State PMP User Application or the State PMP Data Collection Application is operational with functional limitations or restrictions that are not critical to the overall system operation, and the defect has a moderate impact on the functionality of the application. However, the application remains usable by all groups. A functional error exists for which there is a Subscriber acceptable workaround. Failures assigned this priority level cause no delays in production.	8
4	The State PMP User Application or the State PMP Data Collection Application is operational with problems or errors, which have little impact on system operations. Priority 4 shall include, but are not be limited to, documentation errors. Priority 4 defects have a minor or cosmetic error in the functionality of the application in a Production Environment. The defect has no impact on the ability to execute a Production application however. Failures assigned this priority level cause no delays in Production.	24

6.3   ADDENDUM 3: RELEASE MANAGEMENT PROCESS FLOW

The following process will be followed for all configurable changes and all enhancements purchased by the State. The Contractor will retain the ability to release fixes and non-configurable changes to Production during scheduled releases that are required to support the applications. The State will be notified in advance of changes included in all releases.

Release Management Services
Appriss Test and Deployment Work Flow (Global/Bugs)

Appriss_Release_Workflow_v1.4 05/30/2018